

MASTER OF BUSINESS ADMINISTRATION

Term-End Examination

December, 2022

MMPF-003 : MANAGEMENT CONTROL SYSTEMS

Time : 3 hours

Maximum Marks : 100

Weightage 70%

Note : (i) Attempt any **five** questions.

(ii) All questions carry equal marks.

1. What is Management Control ? Discuss the objectives of management control system and explain the factors influencing the design of Management Control Systems.
2. Discuss the concept of Radical Performance Improvement (RPI) and explain the role of management control systems in facilitating RPI.
3. What do you understand by delegation of authority and assignment of responsibility ? Explain the concept of Responsibility Accounting and discuss its benefits.

4. What is a 'Cost Centre' ? Differentiate between Engineered expense centre and Discretionary expense centre. How is the performance of Engineered expense centre measured ?
 5. What is an 'Investment Centre' ? Discuss the objectives of establishment of Investment Centre and explain in detail the techniques used to measure the performance of Investment Centres.
 6. Discuss the merits of using multiple performance indicators for performance measurement. Explain in detail the General Electric (GE) performance measurement model.
 7. Explain the following :
 - (a) Business Process Reengineering (BPR)
 - (b) Value-added Analysis
 8. Describe the unique characteristics of financial service organisation. Discuss the various risks faced by the banks and explain how management control system can contain these risks.
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