

**UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)*****MBA Third Semester / PGDHRM First Semester Assignment*****Programme Name – MBA Third Semester/PGDHRM First Semester****Programme Code-MBA -10/PGDHRM-10****Course Name-Organisational Change & Development Course Code:HR 2301****Maximum Marks-40 Last Date of Submission: 15 Jan, 2012 Session: 2011-12 (Summer)****Section-A**

Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following-

1. Organisational Culture
2. Functions of Chief Implementer
3. Knowledge Organisations
4. Organisational Learning
5. The Deming Wheel
6. QWL
7. Attitudinal Change
8. Ethics in OD

Section-B

Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answer 02 questions only.

1. You are working as a Quality Control Manager in an Automobile company. Your company is planning to implement TQM in the organisation. Briefly describe the Deming's 14 Principles which must be kept in mind to implement TQM.
2. A family run company hires a Consultant to bring changes in the organisation. Describe what will be the Consultant's functions in implementing this change?
3. Define resistance to change in an organisation? What are the general causes of resistance?
4. Knowledge Management is the key to survival and growth for any organisation in the present times. What key factors should be kept in mind while designing the architecture for Knowledge Management?