

1. Mr Abhay Yadav, the branch head of the Indus Corp emphasis to raise the promotional cost by 2 percent instead of increasing the postage cost to 13 percent. Which concept of controlling is being used by the manager?  
(a) Critical Point Control (b) Management by exception  
(c) Corrective action (d) None of the above
2. Vijay is the owner of the Akash Tours and Travels Ltd. The Incharges of each trip are asked to submit a detailed report to the owner on the completion of every trip. Which step in the controlling process being described in the above lines?  
(a) Setting of standards (b) Measurement of actual performance  
(c) Taking corrective action (d) Analysing the deviations
3. The comparison of actual performance with the planned performance becomes difficult if the standards are set in  
(a) Qualitative terms (b) Quantitative terms  
(c) Either of the above (d) None of the above
4. Deviations are said to be negative in nature when  
(a) Planned performance < actual performance (b) Actual performance < planned performance  
(c) Planned = actual performances (d) None of the above
5. Remedial actions taken to prevent the non occurrence of deviation in future is  
(a) Measurement of actual performance (b) Taking corrective actions  
(c) Analyzing deviations (d) Setting performance standards
6. The performance standards set should have the following quality:  
(a) Achievable (b) Measurable  
(c) Flexible (d) All of these
7. Mr Bambani wants to have a good control system helps to minimise dishonest behaviour of the employees by keeping a close check on their activities. Which importance of controlling function is expressed by Mr. Bambani?  
(a) Accomplishment of organisational goal (b) Ensures order and discipline  
(c) Judging accuracy of standards (d) Facilitating coordination in action
8. Which techniques in controlling function is used for measurement of actual performance?  
(a) Personal observation (b) Sample checking  
(c) Performance reports (d) All of these
9. The manager of the company is of the opinion that only significant deviations which go beyond permissible limits should be brought to his notice. Which concept of controlling is being used by the manager?  
(a) Critical Point Control (b) Management by exception  
(c) Corrective action (d) None of the above
10. In which of the following situations no corrective action is not required.  
(a) Zero Deviation (b) Positive Deviation  
(c) Both of these (d) None of these