

Bangladesh Open University
BBA Program
Semester: 202 (8th Level)

Course Title: Strategic Management

Date: November 25, 2022

Instructions

- Answer all questions in your own handwriting on A4 size white paper.
- Fill-in the cover page of your assignment with care.
- Enclose the photocopy of your ID Card with the assignment (next to the cover page).
- Don't make spiral binding. Instead, make soft binding.
- Submit the assignment to the respective course tutor and ensure his/her signature on your Assignment Acknowledgement Form (see page#4 of Semester Calendar).

Questions

1. (a) Define vision, mission and objective. Give examples of each.
(b) What are the key characteristics of good strategic leaders that do lead to high performance? Explain.
(c) What is competitive advantage? What do you think are the sources of sustained superior profitability? Discuss.
2. (a) What are the factors that intensify the rivalry among established companies with an industry? Discuss.
(b) Explain strategic group with examples. Discuss the implications of strategic grouping for the identification of opportunities and threats within an industry.
(c) Explain the content of technological and demographic factors and their impact on the performance of business organizations in Bangladesh.
3. (a) What do you mean by distinctive competencies? Explain the sources from where distinctive competencies arise.
(b) Explain the steps strategic managers should take to sustain competitive advantage.
(c) What measures a company should adopt to achieve superior responsiveness to customers? Explain.

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Questions

1. (a) What do you mean by functional level, business level and corporate level strategies? Give examples of each.
(b) Explain different types of generic business level strategies. State the advantages and disadvantages of focus strategy.
(c) Explain the strategies a company uses at the decline stage of an industry.
2. (a) Explain difference modes of entry to new markets abroad.
(b) Distinguish between horizontal integration and vertical integration.
(c) Discuss the factors that can lead to the success of strategic alliance.
3. (a) When is a company likely to choose related diversification and when unrelated diversification? Explain.
(b) What is the relationship of organizational structure, control, and culture? Give some examples of when and under what conditions a mismatch between these components might arise.
(c) Explain the steps involved in designing an effective strategic control system.

Bangladesh Open University
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Course Title: Industrial Relations

Date: November 25, 2022

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Questions

1. (a) What is Industrial relations? Explain the objectives of industrial relation.
(b) Explain the aspect of industrial relations.
(c) Explain the functional requirement of successful industrial relations program.
2. (a) Describe the industrial relations system in Japan.
(b) Explain the industrial relations system in USA and lessons for Bangladesh.
3. (a) What is trade Union? Discuss the trade union structure in Bangladesh.
(b) Explain the advantages and disadvantages of insider leader.
(c) Describe the registration process of trade union inside of director of labour and cancellation of registration.

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Questions

1. (a) What do you mean by state? Explain the responsibilities of state in industrial relations.
(b) What is an industrial dispute? Describe in brief the forms of industrial disputes.
(c) Discuss the settlement strategies of industrial disputes.
2. (a) What is grievance? Explain the sources of grievances.
(b) Describe the mitigation process of grievances.
3. (a) What do you mean by collective bargaining? Describe the characteristics of collective bargaining.
(b) Discuss the process of collective bargaining.
(c) How collective bargaining agent will be determined? Explain in accordance with The Bangladesh Labour Code 2006.
4. (a) What is ILO? State the objectives of ILO.
(b) What is labour court? Explain the suggestions for ensuring effectiveness of labour courts in Bangladesh.

Bangladesh Open University
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Semester: 202 (8th Level)

Course Title: Total Quality Management

Date: November 25, 2022

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Questions

1. (a) What do you understand by quality and quality management? Describe the framework that can be used in ensuring total quality management.
(b) Suppose you are the head of business department. In this circumstance, describe how the dimensions of quality influence to gain acceptance of your department in the university.
2. (a) Who is a customer? Describe the perception of a customer regarding quality.
(b) As a manager of a small sporting goods store, describe how you would train front-line employees to handle customer complaints.
3. (a) What is empowerment? Discuss the conditions that are needed in creating empowered environment.
(b) What do you understand by teams? Explain the different types of teams.
(c) How an effective team meeting can be conducted? Explain.
4. (a) Describe about various techniques to sustain continuous improvement.
(b) Select a problem in one of the processes of your daily life and use the seven phases to solve it.

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Questions

1. (a) Explain how an organization might benefit from benchmarking organizations in a completely different industry.
(b) What difficulties are typically encountered when benchmarking direct the competitors? Describe several ways to work around these problems.
(c) Describe several methods for conducting benchmarking study.
2. (a) What is quality policy statement? Describe the different tires of quality documentation.
(b) Discuss the steps that are necessary to implement a quality management system.
3. (a) What do you understand by quality function deployment? Describe the functions of quality function deployment.
(b) Define house of quality. Describe the ways of building house of quality.
(c) Describe the process of quality function deployment.

Bangladesh Open University
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Semester: 202 (8th Level-HRM)

Course Title: Organization Development

Date: November 25, 2022

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Questions

1. (a) Discuss four varieties of action research and their significance in OD process.
(b) What do you mean by organizational diagnosis? Describe the diagnostic process.
(c) How does the process of diagnosis help to discover problems and areas of improvement regarding organization structure and functions?
2. (a) Define organization structure. Why is it important?
(b) Discuss the advantages and the disadvantages of the formal organization structure.
(c) An organization's structure is affected by its environmental uncertainty. There are three key dimensions to any organization's environment that impact its structure and how it "does business." Using example identify and describe these dimensions.
3. (a) Explain why OD interventions are necessary. What results can organizations expect from OD interventions
(b) When duties and responsibilities of employees are not clear, explain OD techniques you would adopt.
(c) What is meant by Systems 1 – 4T to study organization climate?

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1. (a) Discuss Burke-Litwin Model of Organizational Change.
(b) What is Systems Theory? Describe the characteristics of systems?
(c) Explain in general terms how various forms of arbitrage can remove any discrepancies in the pricing of currencies.
(d) Explain the concept of covered interest arbitrage and the scenario necessary for it to be plausible. Why would U.S. investors consider covered interest arbitrage in France when the interest rate on Euros in France is lower than the U.S. interest rate?
2. (a) Discuss Emerson's "Power-dependence Theory" and French and Raven's "Bases of Social Power"
(b) Define organizational politics. Give examples.
(c) Discuss different frameworks for analyzing organizational power and politics.
3. (a) What are Team Interventions? How can they be classified? To what extent are team interventions and process consultation similar or different?
(b) Elaborate the various techniques and exercises used in team building.
(c) What are the goals of team development OD interventions? Discuss the issues involved in implementing team development interventions.