Date

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Subject :- OCM Date : 30/3/2021.

Q1)

① Cold Storage warehouses provide facilities for perishable goods commodities.

→ b) Cold Storage

② The Process of contracting a business function to someone else is called as outsourcing.

→ Outsourcing

③ Business is a socio-economic activity.

→ ⓐ Socio-economic

④ The Government has established Lok Adalat to settle the consumer disputes.

→ ⓑ Lok adalat

⑤ The process of classification of products according to similar characteristics and/or quality is known as Grading.

→ ⓑ Grading

B) Give one word :

① The principle of management explaining about fair payment to worker.

→ Remuneration

② Subset of Outsourcing.

→ BPO

③ The commercial organization are expected to uplift the weaker section of the society.

→

④ Organization which aims at promoting the welfare of the people.

→ Non-government organization

⑤ Giving a distinct name to one's product.

→ Branding

c) Match the pairs :

1) Scientific Management Theory - Henry Fayol

2) Start up India - 2016

3) Digital cash - Exist only in cyber space

4) Economic objective - Exist anywhere

5) Consumer rights - Right to information

D)

1) Esprit de corps means 'unity of strength'.

2) Controlling is function of comparing actual performance with pre determined performance.

3) Overdraft facility is available for Current bank account holder.

4)

5) All sorts of unfair practises related to stock exchange should be avoided.

Q2) Explain the following concepts:

1) Principle of scalar chain:

Scalar chain is a authority of herichey to all level of management at ~~small~~ ~~lowe~~ lower level to middle level to top level management for the communicate each other.

2) Planning:

Planning means to plan what to do, How to do, when to do, and who is to do is called as planning.

Q4) i] Planning and Staffing.

Planning	Staffing
① Planning is decieded in advance what to do, how to do, and who is to do.	Staffing is a process of recruitment, selection and training, etc
② All level of management is related to planning.	Middle level management related to recruitment, training, etc

Planning	Staffing
(3) It is a continuous in nature. Planning a continuous Process.	It is a ~~s~~ continuous process of staffing.
(4) To set the target and achieve the goal.	The proper allocation of human resources to achieving the goal.

3) BPO and LPO

BPO	LPO
(1) BPO stands for business processing outsourcing	LPO stands for legal Processing outsourcing.
(2) BPO has required good communication skill.	
(3) BPO provides services like customer care, marketing, sales, etc.	
(4) BPO is a pre-defined process.	

Q 5)
1)

→ 14 priciple of management by Henry Fayol.

1. Division of work.
2. Authority and responsibility.
3. Disciplin
4. Unity of direction
5. Centralization
6. Unity of command
7. Subordinates to individual interest to general interest
8. Scalar chain
9. Remuneration
10. Order
11. Equity
12. Initiatives
13. E-spirit de corps.
14. Stability of tenure

1) Order :

The manager gives the order to your employees with a proper allocation of resources at right men at right job.

2) Discipline :

The employees and Managers to follow the rules and regulation in the firm at all level of management to follow the ~~ke~~ basic rules.

3) Subordinates to individual interest to general interest :

To employees work for organization not for only individual interest.

4) Scalar chain :

Scalar chain is a authority of ~~heri~~ herichy all level of management

5) E-spirit de-corps :

E-spirit is derived from greek work which means team spirit. ~~is~~

6) Initiative :-

Initiative means to encourage the employee to give new ideas and think about the organization.

Q8)

→ Bank is a sources of money from loans, etc.

① Central Bank :

The ~~th~~ central bank of India is RBI (Reserve Bank of India) and they print currency notes

② Specialized Bank :-

Specialized Bank are EXIM Bank, SIDBI and NABARD.

③ Exchange Bank :

In exchange Bank do work the exchange foreign currency in financial trade to transfer foreign currency to Indian currency.

④ Saving Banks.

Saving accounts are opened for the purpose of saving to fixed income.