

JK Lakshmipat University Jaipur
INSTITUTE OF ENGINEERING AND INSTITUTE OF DESIGN
End Term (Backlog) Examination, Dec 2024
BTech/BCA/BDes Semester VI

Roll No.....

CC1106: CRITICAL THINKING FOR DECISIONS AT
WORKPLACE

Time: 2 hours

Max. Marks: 30

Instructions to students:

1. Do not write anything other than your roll number on question paper.
2. Mention all the assumptions for your answers clearly.
3. Attempt any three questions.

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- Q. 1. You are a manager in a company facing a situation where meeting a tight project deadline requires your team to work overtime without additional pay. While this ensures the company's success and enhances your reputation, it might lead to employee dissatisfaction. How would you approach this ethical dilemma? Justify your decision-making process using ethical principles. 10 (LO3, 2)
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- Q. 2. Your organization is experiencing a recurring issue where customer complaints about delayed deliveries have increased significantly. As a manager, describe how you would use Root Cause Analysis (RCA) to identify and address the underlying problem. Include the steps you would follow and the tools you might use in this process. 10 (LO1, 5)
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- Q. 3. You are part of a city council tasked with deciding whether to allocate funds for building a new hospital or upgrading the existing public transportation system. Using the utilitarian theory of decision-making, explain how you would evaluate and prioritize these options to maximize overall community welfare. Justify your decision. 10 (LO2, 3)
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- Q. 4. You are leading a team responsible for launching a new product. During the final stages, a critical issue arises that could delay the launch or compromise the product's quality. Explain the decision-making process you would follow to resolve this issue, highlighting the steps and factors you would consider to ensure an effective outcome. 10 (LO1, 4, 5)

OK
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All the best!