

# **SUGGESTED SOLUTIONS**

# **13304–Strategic Management Accounting**

CA Professional (Strategic Level I) Examination December 2012

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# <u>Part A</u>



| EV of D4       | Higher of [1,200 (current process) and 1,500 (License)]                             | = | 1,500 |
|----------------|-------------------------------------------------------------------------------------|---|-------|
| EV of C        | 1,500(D4) x 0.4 + 2,400 x 0.6                                                       | = | 2,040 |
| EV of D2       | Higher of [1,200 (current process), 2,040(EV of C) - 600 (RM2) and 1,500 (License)] | = | 1,500 |
| EV of A        | 2,600 x 0.9 + 1,500 (D2) x 0.1                                                      | = | 2,490 |
| EV of RM1 @ D1 | 2,490 - 1,000                                                                       | = | 1,490 |
| EV of D5       | Higher of [1,200 (current process) and 1,500 (License)]                             | = | 1,500 |
| EV of E        | 1,500(D5) x 0.1 + 2,600 x 0.9                                                       | = | 2,490 |

| EV of D3       | Higher of [1,200 (current process), 2,490(EV of E) - 1,000<br>(RM1) and 1,500 (License)] | = | 1,500 |
|----------------|------------------------------------------------------------------------------------------|---|-------|
| EV of B        | 2,400 x 0.6 + 1,500 (D3) x 0.4                                                           | = | 2,040 |
| EV of RM2 @ D1 | 2,040 - 600                                                                              | = | 1,440 |
| EV of D1       | Higher of [1,200 (current process); 1,490 (RM1); 1,440 (RM2) and 1,500 (Licence)         | = | 1,500 |

Thus MFP should apply the preservation method of the other company at a cost of Rs. 0.5 Mn

#### PART B

(a) (i) Calculation of value of 'a"

Since the average cost of the first year is Rs 300 for 50,000 units

In the equation  $Y = aX^b$ 

| Y = |         | 300 |
|-----|---------|-----|
| X=  | 50,     | 000 |
| b = | -0      | 322 |
| a = | Y / X^b | =   |
|     |         | _   |

300 / 50,000^(-0.322) **9,777** 

(ii) Estimation of labour cost

| Year   | No. of<br>Units | Cum Units<br>(X) | Y   | Cum Cost   | Cost for the year | inflation<br>Factor | inflated cost |
|--------|-----------------|------------------|-----|------------|-------------------|---------------------|---------------|
| Year 1 | 50,000          | 50,000           |     | 15,000,000 | 15,000,000        |                     | 15,000,000    |
|        |                 |                  | 300 |            |                   | 1.00                |               |
| Year 2 | 55,000          | 105,000          |     | 24,805,954 | 9,805,954         |                     | 10,394,312    |
|        |                 |                  | 236 |            |                   | 1.06                |               |
| Year 3 | 60,000          | 165,000          |     | 33,701,072 | 8,895,117         | 1.06^2              | 9,994,554     |
|        |                 |                  | 204 |            |                   |                     |               |
| Year 4 | 65,000          | 230,000          |     | 42,212,500 | 8,511,428         | 1.06^3              | 10,137,247    |
|        |                 |                  | 184 |            |                   |                     |               |

(b) Estimation of Cash Flows and calculation of NPV

|           | Sales     | Sales      | Material   | Labour     | FPAC      | Scrap     | Net Cash   | PV @ 12%   |
|-----------|-----------|------------|------------|------------|-----------|-----------|------------|------------|
|           | Units     |            |            |            |           | Value     | Flow       | COC        |
| Inflation |           | 5%         | 8%         | 6%         | 8%        |           |            |            |
|           |           |            |            |            |           |           | -          | -          |
| Year 1    | 50,000    | 50,000,000 | 27,500,000 | 15,000,000 | 7,500,000 |           |            |            |
|           |           |            |            |            |           |           |            |            |
| Year 2    | 55,000    | 57,750,000 | 32,670,000 | 10,394,312 | 8,100,000 |           | 6,585,688  | 5,250,070  |
|           |           |            |            |            |           |           |            |            |
| Year 3    | 60,000    | 66,150,000 | 38,491,200 | 9,994,554  | 8,748,000 |           | 8,916,246  | 6,346,408  |
|           |           |            |            |            |           |           |            |            |
| Year 4    | 65,000    | 75,245,625 | 45,034,704 | 10,137,247 | 9,447,840 | 1,000,000 | 11,625,834 | 7,388,428  |
|           |           |            |            |            |           |           |            |            |
| PV of fu  | ture casł | n flows    |            |            |           |           |            | 18,984,906 |

(c) Memo should cover the following points

- (i) Based on the calculations above the maximum investment should not exceed Rs 18.98 Mn
- (ii) <u>Risk Factors</u>
  - Ability to maintain COC @ 12% consistently throughout the period
  - Ability to achieve 80% learning impact
  - Feasibility of achieving the sales volumes as forecasted
  - Possibility of changes in inflation rates
  - Validity of considering all cashflows as of end of each year
  - Whether all cost factors have been captured in the estimations
  - How would tax implications apply

# Answer No. 02

| (a) |           |          |              |           |    |
|-----|-----------|----------|--------------|-----------|----|
|     | Alpha (A) | Beta (B) | Ceta (C)     | Delta (D) |    |
| X   | 6%        | 3%       | 5<br>%<br>1  | 4%        | 22 |
| Y   | 5%        | 9%       | 2<br>%<br>15 | 7%        | 15 |
| Z   | 5%        | 7%       | 8<br>%<br>1  | 6%        | 8  |
|     | 7         | 12       | 17           | 9         | 45 |

# Annual Finance Cost (\$ Mn)

| А | 7 x 5%                    | = | 0.35        |
|---|---------------------------|---|-------------|
| В | 12 x 3%                   | = | 0.36        |
| С | 1 x 5% + 15 x 2% + 1 x 8% | = | 0.43        |
| D | 9 x 4%                    | = | 0.36        |
|   |                           |   | <u>1.50</u> |

(b) Using the values of occupied cells dispatch (d) and reception (r) costs can be calculated as in the first table and shadow costs of the unoccupied cells as in the second table

| d/r | 0 | 1 | 3 | 2 |  |
|-----|---|---|---|---|--|
| 2   |   | 3 | 5 | 4 |  |
|     |   |   |   |   |  |
| -1  |   |   | 2 |   |  |
| 5   | 5 |   | 8 |   |  |

Assumed reception cost at A as zero

There could be alternative assumptions / approaches

|   | Alph | a (A) | Beta | u (B) | Ceta | a (C) | Delta | a (D) |  |          |
|---|------|-------|------|-------|------|-------|-------|-------|--|----------|
|   | 6%   |       | 3%   |       | 5%   |       | 4%    |       |  |          |
| Х |      |       |      |       |      |       |       |       |  | Occupied |
|   |      | 2%    |      |       |      |       |       |       |  | cells    |
|   | 5%   |       | 9%   |       | 2%   |       | 7%    |       |  |          |
| Y |      |       |      |       |      |       |       |       |  | Shadow   |
|   |      | -1%   |      | 0%    |      |       |       | 1%    |  | costs    |
| 7 | 5%   |       | 7%   |       | 8%   |       | 6%    |       |  |          |
|   |      |       |      | 6%    |      |       |       | 7%    |  |          |

If the solution is optimal shadow costs of all unoccupied cells should be less than the actual cost. But in Z-D cell shadow cost is greater than the actual cost. Therefore the solution is not optimal.

(c)

Since the shadow cost is greater in Z-D than actual cost by 1%, there is a possibility of saving 1% finance cost in respect of fund allocations transferred to that cell.
Such transfers are possible for present occupied cells of Z-A, Z-C or X-D. Out of these a cost reduction can be achieved only when transferred from Z-C and the amount is \$ 1 Mn

Therefore a reallocation is done as follows

| Z-C to Z-D              | \$ 1 Mn               | cost reduction | 2% |
|-------------------------|-----------------------|----------------|----|
| X-D to X-C (balancing)  | \$ 1 Mn               | cost increase  | 1% |
|                         |                       | Net Saving     | 1% |
| Net cost saving         | \$ 1 Mn x 1% =0.01 Mr | 1              |    |
| New annual Finance Cost |                       |                |    |
| (Minimum)               | 1.50 - 0.01 = 1.49 Mn |                |    |

The optimum solution will be

From Bank X - \$12 Mn to Project Beta; \$2 Mn to Project Ceta; and \$8 Mn to Project Delta From Bank Y - \$15 Mn to Project Ceta

From Bank Z - \$7 Mn to Project Alpha; and \$1 Mn to Project Delta

|   | Alpha (A) | Beta (B) | Ceta (C) | Delta (D) |    |
|---|-----------|----------|----------|-----------|----|
| x | 6%        | 3%       | 5%       | 4%        |    |
| Λ |           | 12       | 2        | 8         | 22 |
| V | 5%        | 9%       | 2%       | 7%        |    |
| I |           |          | 15       |           | 15 |
| 7 | 5%        | 7%       | 8%       | 6%        |    |
| L | 7         |          |          | 1         | 8  |
|   | 7         | 12       | 17       | 9         | 45 |

(d) The modified transportation tableau is shown below.

|   | Alpha (A) | Beta (B) | Ceta (C) | Delta (D) |    |
|---|-----------|----------|----------|-----------|----|
| v | 6%        | 3%       | 5%       | 4%        |    |
| Λ |           | 12       | 2        | 8         | 22 |
| v | 5%        | 9%       | 2%       | 7%        |    |
| I |           |          | 12       |           | 12 |
| 7 | 5%        | 7%       | 8%       | 6%        |    |
|   | 7         |          |          | 1         | 8  |
|   | 7         | 12       | 14       | 9         | 42 |

Since there is no change in occupied cells this will be optimum. Only change is that Y-C allocation reduces from 15 to 12

<u>Note</u> - Re production of the tableau in <u>not</u> essential. Alternatively the question could be worked out as follows:

| \$ Mn  |
|--------|
| 1.49   |
| (0.06) |
| 1.43   |
|        |

(e)

<sup>17</sup> In this case adjustment cannot be made by considering cell X-C alone since allocation in this is 2 units only. Even if allocation in this cell is cancelled and allocation in cell Y-C is also reduced to \$ 10 Mn to match the requirement of Project C, it results in imbalance in the allocated cells of banks X and Z and it becomes necessary to solve the problem fresh.

|   | Alpha (A) | Beta (B) | Ceta (C) | Delta (D) |    |
|---|-----------|----------|----------|-----------|----|
| v | 6%        | 3%       | 5%       | 4%        |    |
| Λ |           | 12       |          | 6         | 18 |
| v | 5%        | 9%       | 2%       | 7%        |    |
| 1 | 2         |          | 10       |           | 12 |
| 7 | 5%        | 7%       | 8%       | 6%        |    |
| L | 5         |          |          | 3         | 8  |
|   | 7         | 12       | 10       | 9         | 38 |

Annual Finance Cost (\$ Mn)

| А | 2 x 5% + 5 x 5% | = | 0.35        |
|---|-----------------|---|-------------|
| В | 12 x 3%         | = | 0.36        |
| С | 10 x 2%         | = | 0.20        |
| D | 6 x 4% + 3 x 6% | = | <u>0.42</u> |
|   |                 |   | <u>1.33</u> |

| Ε | xpenditure variance                                          | e = (Btd OH - Act OH)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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| С | apacity variance                                             | = (Act hrs - Std hrs) std rate                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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| E | fficiency variance                                           | = (Std util. for actual output -                                                                                                                                                                                                                                                                                                                                                                                                                      | act hrs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    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|   |                                                              | = (0.5  hr * 61000 - 31000) 600                                                                                                                                                                                                                                                                                                                                                                                                                       | = (30                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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| * | Under traditional sy <b>based on a single a</b>              | ystem all the fixed cost are treate <b>bsorption rate</b> (i.e. <b>per labour ho</b>                                                                                                                                                                                                                                                                                                                                                                  | d as <b>fix</b><br>our as p                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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| * | However under AB <b>pools</b> ) i.e. Machine                 | C system fixed overhead costs are ry set ups, Material handling and                                                                                                                                                                                                                                                                                                                                                                                   | accumu<br>d Labou                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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| * | The cost of each a<br>Machinery setup<br>Material orders pla | ctivity is variable on its relevar<br>cost is variable on No. of pro<br>aced and Labour welfare on labo                                                                                                                                                                                                                                                                                                                                               | nt cost<br>oductio<br>ur hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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| * | Since overheads is only one set of vari                      | absorbed to the output based on th<br>ance i.e. Expenditure, Capacity an                                                                                                                                                                                                                                                                                                                                                                              | e labou<br>d Effici                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         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| * | Under ABC system different activities                        | , variances i.e. expenditure and eff<br>separately, generating different s                                                                                                                                                                                                                                                                                                                                                                            | ficiency<br>set of va                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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|   | Expenditure vari                                             | ance                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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|   | Material handling                                            | = ((3,010,000/500*510) - 3,500                                                                                                                                                                                                                                                                                                                                                                                                                        | ,000)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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|   | Labour welfare =                                             | (990,000/27,500*31,000)- 1,180                                                                                                                                                                                                                                                                                                                                                                                                                        | ),000)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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|   | Efficiency varian                                            | ce                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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|   | Material handling                                            | _                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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|   | E<br>C<br>E<br>*<br>*<br>*                                   | Expenditure variance<br>Capacity variance<br>Efficiency variance<br>* Under traditional sy<br>based on a single a<br>* However under AB<br>pools) i.e. Machine<br>* The cost of each a<br>Machinery setup<br>Material orders pla<br>* Since overheads is<br>only one set of vari<br>* Under ABC system<br>different activities<br><u>Expenditure vari</u><br>Material handling<br>Labour welfare = 0<br><u>Efficiency varian</u><br>Material handling | Expenditure variance = (Btd OH - Act OH)<br>= 17,980,000 - 16,500,000<br>Capacity variance = (Act hrs - Std hrs) std rate<br>= (31000 - 27500) 600<br>Efficiency variance = (Std util. for actual output -<br>= (0.5 hr*61000 - 31000) 600<br>* Under traditional system all the fixed cost are treate<br>based on a single absorption rate (i.e. per labour ho<br>* However under ABC system fixed overhead costs are<br>pools) i.e. Machinery set ups, Material handling and<br>* The cost of each activity is variable on its relevant<br>Machinery setup cost is variable on No. of pro-<br>Material orders placed and Labour welfare on labour<br>* Since overheads is absorbed to the output based on the<br>only one set of variance i.e. Expenditure, Capacity an<br>* Under ABC system, variances i.e. expenditure and efficiency variance<br>Material handling = ((3,010,000/500*510) - 3,500)<br>Labour welfare = (990,000/27,500*31,000)- 1,180<br>Efficiency variance<br>Material handling = (Material handling = ( | Expenditure variance = (Btd OH - Act OH)<br>= 17,980,000 - 16,500,000 = (1,4<br>Capacity variance = (Act hrs - Std hrs) std rate<br>= (31000 - 27500) 600 = 2,1<br>Efficiency variance = (Std util. for actual output - act hrs)<br>= (0.5 hr*61000 - 31000) 600 = (30<br>* Under traditional system all the fixed cost are treated as fix<br>based on a single absorption rate (i.e. per labour hour as p<br>* However under ABC system fixed overhead costs are accumu<br>pools) i.e. Machinery set ups, Material handling and Labou<br>* The cost of each activity is variable on its relevant cost<br>Machinery setup cost is variable on No. of production<br>Material orders placed and Labour welfare on labour hour<br>* Since overheads is absorbed to the output based on the labour<br>only one set of variance i.e. Expenditure, Capacity and Effici<br>* Under ABC system, variances i.e. expenditure and efficiency<br>different activities separately, generating different set of variance<br>Material handling = ((3,010,000/500*510) - 3,500,000)<br>Labour welfare = (990,000/27,500*31,000)- 1,180,000)<br>Efficiency variance<br>Material handling = (0.000/27,500*31,000)- 1,180,000) | Expenditure variance = (Btd OH - Act OH)<br>= 17,980,000 - 16,500,000 = (1,480,000)<br>Capacity variance = (Act hrs - Std hrs) std rate<br>= (31000 - 27500) 600 = 2,100,000<br>Efficiency variance = (Std util. for actual output - act hrs)<br>= (0.5 hr*61000 - 31000) 600 = (300,000)<br>* Under traditional system all the fixed cost are treated as fixed and ab<br>based on a single absorption rate (i.e. per labour hour as per the ques<br>* However under ABC system fixed overhead costs are accumulated to di<br>pools) i.e. Machinery set ups, Material handling and Labour welfare.<br>* The cost of each activity is variable on its relevant cost driver (no<br>Machinery setup cost is variable on No. of production runs, M<br>Material orders placed and Labour welfare on labour hours.<br>* Since overheads is absorbed to the output based on the labour hours undonly one set of variance i.e. Expenditure, Capacity and Efficiency variant<br>* Under ABC system, variances i.e. expenditure and efficiency variances,<br>different activities separately, generating different set of variances.<br>Expenditure variance<br>Material handling = ((3,010,000/500*510) - 3,500,000) (429,800<br>Labour welfare = (990,000/27,500*31,000) - 1,180,000) (64,000<br>Efficiency variance<br>Material handling = (0.000/2000) - 0.0000 - 0.0000 - 0.0000 - 0.0000 - 0.00000000 | Expenditure variance       = (Btd OH - Act OH)         = 17,980,000 - 16,500,000       = (1,480,000)       Adverse         Capacity variance       = (Act hrs - Std hrs) std rate         = (31000 - 27500) 600       = 2,100,000       Favorab         Efficiency variance       = (Std util. for actual output - act hrs)         = (0.5 hr*61000 - 31000) 600 = (300,000)       Adverse         *       Under traditional system all the fixed cost are treated as fixed and absorbed to based on a single absorption rate (i.e. per labour hour as per the question).         *       However under ABC system fixed overhead costs are accumulated to different ac pools) i.e. Machinery set ups, Material handling and Labour welfare.         *       The cost of each activity is variable on its relevant cost driver (non-volume Machinery setup cost is variable on No. of production runs, Material h Material orders placed and Labour welfare on labour hours.         *       Since overheads is absorbed to the output based on the labour hours under traditional yone set of variance i.e. Expenditure, Capacity and Efficiency variances, can be condifferent activities separately, generating different set of variances.         *       Under ABC system, variances i.e. expenditure and efficiency variances, can be condifferent activities separately, generating different set of variances.         *       Material handling = ((3,010,000/500*510) - 3,500,000)       (429,800)       A         Labour welfare = (990,000/27,500*31,000)- 1,180,000)       (64,000)       < |

| ((500/55000 * 61,000) - 510) x 3,010,000/500 =      | 268,164  |         |
|-----------------------------------------------------|----------|---------|
| Labour welfare                                      |          |         |
| ((27,500/55000*61,000) - 31,000) x 990,000/27,500 = | (18,000) | Adverse |
|                                                     |          |         |

# (ii) <u>Expenditure variance</u>

Expenditure variance of overhead costs arises when actual cost of activities of a cost center/pool is exceeding or falling behind the amount that is expected at that level of cost driver (activity level) of the given cost center/pool.

Interpretation : The actual amount spent for machinery set ups is Rs. 13.3 Mn for2,110 set ups. But the expected amount for 2,110 set ups is Rs. 13.1875 Mn (at the standard cost per set up) resulting an adverse variance of Rs. 112,500.

# Efficiency variance

Efficiency variance arises when the activity measure (amount of the cost driver) realised for the actual output is more or less than the expected level to achieve the same actual output level.

Interpretation : The actual output is 61,000 units. If **2,000 set ups are expected for 55,000 units**, **2,218 set ups can be estimated for the actual output of 61,000 units**. However, since only **2,110 set ups actually used** there are **108 set up costs saved** (at the standard cost per set up) value of which is Rs. 676,136.

**(a)** 

|                                | Food     | Estate    | Pigment & |
|--------------------------------|----------|-----------|-----------|
|                                | Products | Chemicals | Resins    |
| <b>Calculation of ROI</b>      |          |           |           |
| Profit before interest and tax | 24.20    | 26.20     | 23.10     |
| Add:                           |          |           |           |
| Head office expenses           | 5.44     | 8.50      | 4.80      |
| Controllable profit            | 29.64    | 34.70     | 27.90     |
|                                |          |           |           |
| Investment                     | 268.00   | 358.00    | 129.00    |
| ROI                            | 11.06%   | 9.69%     | 21.63%    |
|                                |          |           |           |
| Calculation of RI              |          |           |           |
| Controllable profit            | 29.64    | 34.70     | 27.90     |
| Less:                          |          |           |           |
| Interest on Investment         | (20.10)  | (26.85)   | (9.68)    |
| RI                             | 9.54     | 7.85      | 18.23     |

Though the Estate Chemical Division earns the highest profit and since its investment is high the ROI and RI are the lowest compared to the other division.

- (b) \* All three divisions do not generate same level of profit margin since they are in different industries. This may be due to the competition, other inherent costs, price controls etc.
  - \* ROI does not consider
    - 1. The time value of money
    - 2. Accounting policies of the organisation
  - \* Divisional performance can be influenced by many other factors beyond the control of the subject manager. Economic condition may affect the foods consumption while the consumption of estate chemicals depends on whether condition. These matters also has to be considered when evaluating divisional performance.
  - \* Dysfunctional effect of ROI A division with a 25% ROI will not accept a project with a ROI of 20%. However this project will increase overall profitability
  - Divisional autonomy
  - \* It should be also investigated whether the profit has been generated in consistent with the policies and strategies of the company. It should be ensured that the increase in ROI in the short run will not destroy the image of the company in the long run.

| (c) | New project - noodles plant | <u>6 months</u>  |
|-----|-----------------------------|------------------|
|     | Total Contribution          | 19.00 Mn         |
|     | (-) Fixed costs             | (1.70)Mn         |
|     | (-) Depreciation            | <u>(5.25)</u> Mn |
|     | Profit                      | <u>12.05</u> Mn  |

| Investment             |                       |
|------------------------|-----------------------|
| PPE                    | 64.75 Mn              |
| Net current assets     | 10.00 Mn              |
|                        | 74.75 Mn              |
| ROI                    | 16.12%                |
| Profit                 | 12.05 Mn              |
| Interest on investment | <u>(5.61)</u> Mn      |
| RI                     | <u><b>6.44</b></u> Mn |

# Alternative Method - ROI and RI after proposal is implemented

| Current controllable profit | 29.64 Mn         |
|-----------------------------|------------------|
| Profit from Proposal        | 19.00 Mn         |
| Increase in FC              | (1.70) Mn        |
| Depreciation of new machine | <u>(5.25)</u> Mn |
| New Profit                  | <u>41.69</u> Mn  |
|                             |                  |

| New investment-                 |                   |
|---------------------------------|-------------------|
| Current Investment              | 268.00 Mn         |
| Less: depre of existing machine | 18.33 Mn          |
| Increase in PPE                 | 70.00 Mn          |
| Less: depre of new machine      | (5.25) Mn         |
| Increase in net current assets  | <u>10.00</u> Mn   |
| New investment                  | <u>324.42</u> Mn  |
| ROI                             | 12.85%            |
| Profit                          | 41.69 Mn          |
| Interest on investment          | <u>(24.33)</u> Mn |
| RI                              | <u>17.36</u> Mn   |

ROI is higher than the present ROI

RI is positive

Therefore new project will improve the overall performance of the division

|                | Year 1  | Year 2  |
|----------------|---------|---------|
| Profit         | 38.00   | 38.00   |
| Increase in FC | (3.40)  | (3.40)  |
| Depreciation   | (10.50) | (10.50) |
| Net profit     | 24.10   | 24.10   |

| NBV of the asset     |      |     | 59.50 |     | 49.00 |
|----------------------|------|-----|-------|-----|-------|
| Increase             | in   | net | 10.00 |     | 10.00 |
| current ass<br>Total | sets |     | 69.50 |     | 59.00 |
| ROI                  |      |     | 35%   | 41% |       |

The profit will remain the same. The net book value of the asset is reducing due to the depreciation. Therefore ROI improves in the second year than first year.

#### Answer No. 05

(a) Attending to the repair of breakdowns is the queue system where break downs are the arrivals and repairing them is the service. Here the rate of arrival  $\lambda = 3$  per hour

#### Slow repairman

| Service rate                      | $\mu = 4  per$ | r hour            | @ 15 minutes |         |  |
|-----------------------------------|----------------|-------------------|--------------|---------|--|
| Average number of units in the sy | /stem =        | <u>λ</u><br>μ - λ | =            | 3       |  |
| Machine hours lost per day        | Ē              | 3 x 8             | =            | 24      |  |
| Cost of lost machine hours        | =              | 24 x 160          | =            | 3840    |  |
| Cost of the repairman             | =              | 8 x 80            | =            | 640     |  |
| Total cost per day                | =              |                   |              | 4480    |  |
| Fast repairman<br>Service rate    | $\mu = 6 per$  | r hour            | @ 101        | ninutes |  |
| Average number of units in the    | system =       | <u>λ</u><br>μ - λ | - =          | 1       |  |
| Machine hours lost per day        | =              | 1 x 8             | =            | 8       |  |
|                                   |                |                   |              |         |  |
| Cost of lost machine hours        | =              | 8 x 160           | =            | 1280    |  |
| Cost of the repairman             | =              | 8 x 100           | =            | 800     |  |
| Total cost per day                | =              |                   |              | 2080    |  |

The total cost of faster repairman is lower. Therefore the faster repairman should be hired

(b) If both repairmen are hired they can repair 10 breakdowns per hour

# Both repairmen

| Service rate                   | $\mu = 10$ per hour |            |   |      |
|--------------------------------|---------------------|------------|---|------|
| Average number of units in the | system =            | λ<br>μ - λ | = | 3/7  |
| Machine hours lost per day     | =                   | 3/7 x 8    | = | 24/7 |
| Cost of lost machine hours     | =                   | 24/7 x 160 | = | 549  |
| Cost of the repairman          | =                   | 8 x 180    | = | 1440 |
| Total cost per day             | =                   |            | = | 1989 |

The cost is further reduced when both are hired It is therefore worthwhile to consider this option.

| (d) |                                       |             |                   |
|-----|---------------------------------------|-------------|-------------------|
|     | Time Between arrival<br>of breakdowns | Probability | Random<br>Numbers |
|     | 10 minutes                            | 20%         | 00 - 19           |
|     | 20 minutes                            | 50%         | 20 - 69           |
|     | 30 minutes                            | 30%         | 70 - 99           |
|     |                                       |             |                   |

| Time spent on Repairs |                   |             |                   |
|-----------------------|-------------------|-------------|-------------------|
| Faster<br>repairman   | Slow<br>repairman | Probability | Random<br>Numbers |
| 8 minutes             | 12 minutes        | 10%         | 00 - 09           |
| 10 minutes            | 15 minutes        | 50%         | 10 - 59           |
| 16 minutes            | 24 minutes        | 40%         | 60 - 99           |
|                       |                   |             |                   |

|        | Arrival | of Breakdown |         | Rep | Repair |      | Time   | Cost   |
|--------|---------|--------------|---------|-----|--------|------|--------|--------|
| Break- |         |              | Repair- | RAN |        | Time | in     | @      |
| down   | RAN #   | Time         | man     | #   | Time   | THIC | System | 160/-  |
|        |         |              |         |     |        |      |        |        |
| 1      | 65      | 0020         | Fast    | 80  | 16     | 0036 | 16     | 42.67  |
|        |         |              |         |     |        |      |        |        |
| 2      | 15      | 0030         | Slow    | 65  | 24     | 0054 | 24     | 64.00  |
|        |         |              |         |     |        |      |        |        |
| 3      | 18      | 0040         | Fast    | 85  | 16     | 0056 | 16     | 42.67  |
|        |         |              |         |     |        |      |        |        |
| 4      | 12      | 0050         | Slow    | 40  | 15     | 0109 | 19     | 50.67  |
|        |         |              |         |     |        |      |        |        |
|        |         |              |         |     |        |      |        | 200.00 |

#### (a) **Balance Scorecard**

- \* According to the **traditional method** performance was measured only **on financial measures** i.e. profit, ROI etc.
- \* Balance Scorecard concept breaks through this traditional concepts and proposes, in addition to the financial measures, three non-financial performance measurement areas for the organisations namely **Customer perspective, internal business perspective, innovation and learning perspective**
- (b) At the planning level the company make short-term objectives and strategies. BSC helps to set objectives in all four perspectives as follows;

#### Financial perspective

This addresses the question of how the company should **increase the shareholder value**. The company can set objectives in the following measures;

- Sales growth eg. 40% sales increase
- Gross profit ratio eg. 30% gross profit
- Return on Investment 25% return on investment
- Return on capital employed
- Return on equity
- Unit cost 20% reduction in unit cost

#### **Customer Perspective**

This perspective helps the management to look at **its customers and differentiate its offerings to achieve the above-set short term financial targets** and thereby accomplishing the vision of the company. The company can set objectives in the following measures;

- New customer acquisitions 40% increase in customer base
- Customer retentions 95% customer retention ratio
- Customer complaints 1% customer complaints against sales invoices.
- Customer reject rates Customer rejection to reduce to 1%

#### Internal business perspective

Once the company has set a clear picture of the financial and customer perspective, then comes is the internal business perspective where it examines its existing infrastructures and makes necessary developments in order to achieve above set customer satisfaction and financial objectives. The following can be used at the planning stage;

- New product introduction compared to the competitors e.g. To introduce 4 new products for the next year.
- Percentage of sales from new products e.g. 20% of total sales to be from new products.
- Time consumed for developing new products
- Reduction in production losses- e.g. 2% reduction in loss
- Improvement in productivity 1% increase in productivity
- Reducing process cost
- Response time to customer complaints
- Cost of staff for customer complaint handling

# The learning and growth perspective

This allows to understand the company the current level of its resources and expected level in order to excel to achieve the desired internal processes, customer relationship and financial goals set above. The company can evaluate the employees, information technology and other infrastructure within the organisation and should take steps to fill the gaps to achieved desired levels. The following are some of measures in this category

- Employee skill level
- Training availability % of staff members trained, training hours
- Employee satisfaction -
- Job retention bring the employee turnover to 0.5%

(c)

- \* Provides a powerful framework for developing and **communicating strategies.**
- \* The entire outcomes and strategies are known in advance and communicated to all the parties. This will enable to execute the **strategies more efficient manner**.
- \* This provides a valuable information to the management. It allows **management** to measure the actual outcome and correct the differences for future periods.
- \* This provides improved **performance reporting** under different responsibility levels and company as a whole
- \* This will enable the company to align its resources with the strategic objectives
- \* This will enable the company to create a **strategy focused environment**.
- (d) Benchmarking is;

Benchmarking is the continuous <u>search</u> for and <u>adaptation</u> of <u>significant better practices</u> that <u>leads to superior performance</u> by investigating the <u>performance and the practices of</u> <u>other organizations such as market leading competitor, company in a different</u> <u>industry etc.</u>

These best practices of the benchmarked companies can be adopted in Proflink and thereby it can bring the performance level to industry standard level.

(e) The performance in customers' perspective measures can be improved by adopting the best customer oriented practices of benchmarked organisations.

For Example

- \* The market leader's customer complaints handling procedure can be used for the company.
- \* Aftersales procedure of the company could be made according to the best system in the industry.
- \* Invoicing and product delivery systems can be designed according to the best system in the industry.

By doing so, it can be able to improve the performance in customers' perspective measures.



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