

**M.B.A. (GEN.) SEM-III / M.B.A.(HR) SEM-III (2016 Course) CBCS
: SUMMER - 2019
SUBJECT: QUALITY MANAGEMENT
(PRODUCTION & OPERATIONS MANAGEMENT)**

Day: Thursday
Date: 09/05/2019

S-2019-2203

Time: 02.00 PM TO 05.00 PM
Max. Marks: 60

N.B.:

- 1) Answer ANY THREE questions from Section I. Each question carries 10 Marks
- 2) Answer ANY TWO questions from Section II. Each question carries 15 Marks.
- 3) Answers to Both the sections to be written in *SAME* answer books.
- 4) Draw a labeled diagram WHEREVER necessary.

SECTION - I

Q.1) Answer the following : (10 Marks x 1 = 10 Marks.)

Explain determinants of quality in detail.

Q.2) Answer the following : (10 Marks x 1 = 10 Marks)

Elaborate quality assurance with suitable examples.

Q.3) Answer the following : (10 Marks x 1 = 10 Marks)

Describe in detail single sampling plan.

Q.4) Answer the following : (10 Marks x 1 = 10 Marks)

Explain customer driven quality cycle with examples.

Q.5) Write short notes on the following : Attempt ANY TWO (5 Marks x 2 = 10 Marks)

- a) Role of inspection in Quality control
- b) Six Sigma
- c) Cost of Quality

SECTION - II

Q.6) Answer the following : (15 Marks x 1 = 15 Marks.)

Describe the role of Kiezen in quality management with appropriate examples.

Q.7) Answer the following : (15 Marks x 1 = 15 Marks)

“The reflection of organizational image lies in the effective quality management practices”.

Do you agree? Justify your answer.

Q.8) Answer the following : (15 Marks x 1 = 15 Marks)

Describe control charts for variables (X, R charts) with suitable examples.
