

**M.B.A. (GEN.) Semester - III (2012 COURSE)(CHOICE BASED  
CREDIT SYSTEM) / M.B.A. (FM) Semester - III (2013 (CHOICE  
BASED CREDIT SYSTEM) : SUMMER - 2019  
SUBJECT : ELECTIVE – II: QUALITY MANAGEMENT (PM)**

Day : Friday  
Date : 17/05/2019

Time : 10.00 AM TO 01.00 PM  
Max. Marks : 100

**S-2019-2263**

**N.B.:**

- 1) Attempt **ANY FOUR** questions from Section – I and **ANY TWO** questions from Section – II.
- 2) Answer to both the sections should be written in **SAME** Answer book.
- 3) Figures to the right indicate **FULL** marks.

**SECTION – I**

- Q.1** Explain the cost of quality with suitable examples. **[15]**
- Q.2** Explain the relationship between quality control and inspection. **[15]**
- Q.3** Describe the c-chart with illustrations. **[15]**
- Q.4** Explain sequential sampling plan with suitable examples. **[15]**
- Q.5** Write short notes on **ANY THREE** of the following: **[15]**
- a) Process Capability
  - b) Sampling Attributes
  - c) Determinants of Quality
  - d) Six Sigma

**SECTION – II**

- Q.6** Describe Kano's model of customer. **[20]**
- Q.7** Explain ISO 9000-2000 quality system. **[20]**
- Q.8** "Quality has to be inbuilt for the success of organization". Comment. **[20]**

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