

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

Day : Friday  
Date : 17/05/2019

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

**S-2019-2333**

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**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.
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**SECTION – I**

- |            |   |             |
|------------|---|-------------|
| <b>Q.1</b> | Explain the objectives of Quality in detail.            | <b>[15]</b> |
| <b>Q.2</b> | Explain significance of quality control in inspection.  | <b>[15]</b> |
| <b>Q.3</b> | Explain c-chart in Statistical Quality Control (SQC).   | <b>[15]</b> |
| <b>Q.4</b> | Describe the principle of Acceptance Sampling.          | <b>[15]</b> |
| <b>Q.5</b> | Write short notes on <b>ANY THREE</b> of the following: | <b>[15]</b> |
|            | a) Determinants of Quality                              |             |
|            | b) Use of Control Charts                                |             |
|            | c) Producer's and Consumer's Risk                       |             |
|            | d) ACSI Model   |             |

**SECTION – II**

- |            |  |             |
|------------|--|-------------|
| <b>Q.6</b> | Describe customer-driven quality cycle with suitable examples.                         | <b>[20]</b> |
| <b>Q.7</b> | Explain in detail Taguchi method with illustrations.                                   | <b>[20]</b> |
| <b>Q.8</b> | “Quality is prerequisite of organizational growth”. Do you agree? Justify your answer. | <b>[20]</b> |

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