

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

Day : Tuesday
Date : 04/06/2019

S-2019-2332

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

N.B.

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

SECTION – I

- Q.1** Explain quality circles concept by citing examples. **(15)**
- Q.2** Discuss ISO 9001:2000 quality management system. **(15)**
- Q.3** Explain the following concepts: **(15)**
a) Quality policy
b) Quality objectives
c) Team building
- Q.4** Discuss success and failure models in series and parallel. **(15)**
- Q.5** Write short notes on any **THREE** of the following: **(15)**
a) Team work and participation
b) Modern developments in quality
c) Concepts of failure
d) Supplier/customer partnerships

SECTION – II

- Q.6** Discuss quality in manufacturing and service systems with suitable examples. **(20)**
- Q.7** Discuss principles of total quality management. **(20)**
- Q.8** What is reliability? Discuss methods of achieving higher reliability. **(20)**

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