

S.D.E.
M.B.A. Sem-III (2013 Course) : SUMMER - 2019
SUBJECT : ELECTIVE – II: QUALITY MANAGEMENT
(Production & Operations Management)

Day : Tuesday
Date : 21/05/2019

Time : 10.00 AM TO 1.00 PM
Max. Marks : 70

S-2019-5038

N.B.:

- 1) Attempt **ANY THREE** questions from Section – I and attempt **ANY TWO** questions from Section – II.
- 2) Answers to both the sections should be written in the same answer book.
- 3) Figures to the right indicate **FULL** marks.

SECTION – I

- Q.1** What do you mean by Quality? Explain the determinants of Quality. [14]
- Q.2** Explain the relationship between quality control and inspection. [14]
- Q.3** Write a detailed note on process capability. [14]
- Q.4** Explain the producer's and consumer's risk with suitable examples. [14]
- Q.5** Write short notes on **ANY TWO** of the following: [14]
- a) Taguchi Method
 - b) P – Chart
 - c) Types of Quality

SECTION – II

- Q.6** Discuss in detail customer driven quality circle. [14]
- Q.7** Explain with suitable examples TS 16949. [14]
- Q.8** Explain the role of Quality in building the brand of company. [14]

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