

**M.B.A. (HR) SEMESTER - III (2012 COURSE)(CHOICE BASED  
CREDIT SYSTEM) : SUMMER - 2018  
SUBJECT: ELECTIVE – II: QUALITY MANAGEMENT – II (PM)**

Day : **Friday**  
Date : **25/05/2018**

**S-2018-1956**

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

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**N.B.:**

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

- Q.1** What is Quality Control? State objectives of Quality Control. [15]
- Q.2** Define Quality. Explain types of Quality with suitable examples. [15]
- Q.3** Discuss Statistical Quality Control concept with suitable examples. [15]
- Q.4** Discuss various sampling plans by citing examples. [15]
- Q.5** Write short notes on **ANY THREE** of the following: [15]
- a) ACSI Model
  - b) Taguchi Method
  - c) Principles of Acceptance Sampling
  - d) Process Capability

**SECTION – II**

- Q.6** Discuss six sigma concept by citing examples. [20]
- Q.7** Discuss Kano's model of customer satisfaction. [20]
- Q.8** What are the dimensions of Quality? Explain importance of Quality for a manufacturing company. [20]

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