

**M.B.A. (GEN.) SEMESTER - III (2012 COURSE)(CHOICE
BASED CREDIT SYSTEM) / M.B.A. (FM) SEMESTER - III (2013
(CHOICE BASED CREDIT SYSTEM) : SUMMER - 2018
SUBJECT : ELECTIVE – II : QUALITY MANAGEMENT**

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

S-2018-1886

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

N.B.

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

SECTION – I

- Q.1** Discuss control charts for variables with suitable examples. (15)
- Q.2** What is 'Quality Control'? State objectives of Quality Control. (15)
- Q.3** Explain the term 'Acceptance Sampling'. Under what conditions is Acceptance Sampling preferred over cent percent inspection? (15)
- Q.4** Explain Kano's model of customer satisfaction. (15)
- Q.5** Write short notes on any **THREE** of the following: (15)
- a) Six Sigma
 - b) Sampling plans
 - c) Process Capability
 - d) Types of Quality

SECTION – II

- Q.6** What do you understand by 'Quality'? Examine Quality (20)
- a) as a competitive advantage
 - b) as a source of value
 - c) as a means of business results
- Q.7** What are the basic requirements for ISO – 9000 Certification? Explain reasons for seeking ISO 9000 certification. (20)
- Q.8** Discuss Customer Driven Quality Cycle concept with suitable examples. (20)

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