

(Gen)
M.B.A. SEM-III / M.B.A.(HR) SEM-III (2016 COURSE) CBCS :
SUMMER - 2018
SUBJECT : PRODUCTION & OPERATIONS MANAGEMENT
1) QUALITY MANAGEMENT

Day : **Thursday**
Date : **17/05/2018**

S-2018-1827

Time **10.00 AM TO 01.00 PM**
Max. Marks : 60

N.B.

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

SECTION – I

- Q. 1** What is the importance of Quality? **(10)**
- Q.2** List at least five places in a production process where inspection should be considered. **(10)**
- Q. 3** Discuss Statistical Quality Control. **(10)**
- Q. 4** Discuss the various aspects of customer – driven quality. **(10)**
- Q. 5** Write short notes on any **TWO** of the followings **(10)**
- a) Dimensions of quality
 - b) Uses of Control Charts
 - c) ACSI model

SECTION - II

- Q. 6** Explain the concept of “Six Sigma” quality with appropriate examples **(15)**
- Q. 7** Describe the Customer Satisfaction with respect to Quality with examples **(15)**
- Q.8** “Quality improvement is the necessity of any organization” Comment. **(15)**

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