

**M.B.A. (HR) SEMESTER - III (2012 COURSE)(CHOICE BASED
CREDIT SYSTEM) : SUMMER - 2018**

SUBJECT: QUALITY MANAGEMENT SYSTEM – I

Day: **Tuesday**
Date: **08/05/2018**

S-2018-1955

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 **SEPARATE** answer books.

SECTION-I

- Q.1** Discuss the requirements for organizing for quality in the current business environment. (15)
- Q.2** Define the term 'Reliability'. Explain its importance in Total Quality Management. (15)
- Q.3** Discuss the concept and philosophy of Quality Circles. (15)
- Q.4** Describe the various steps involved in the continuous improvement approach. (15)
- Q.5** Write short notes on any **THREE** of the following: (15)
- a) Strategic Planning and Competitive Advantage
 - b) Cross Functional Teams
 - c) Flow charts
 - d) ISO-9001: 2000 Quality Management System Standard

SECTION-II

- Q.6** Describe ISO 14001: 2004 Environmental Management System Standard. (20)
- Q.7** What is Quality? Explain the difference between Quality in Manufacturing and Quality in Services with reference to the Quality Systems existing in Manufacturing and Service organizations. (20)
- Q.8** State the Principles of Total Quality Management. Discuss the benefits an organization can achieve by implementing Total Quality Management. (20)

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