

S.D.E.

M.B.A. SEM-III (2013 COURSE) : SUMMER - 2018
SUBJECT: ELECTIVE – II c) QUALITY MANAGEMENT
(Production & Operations management)

Day: **Saturday**
Date: **23/06/2018**

S-2018-4401

Time: **10.00 A.M. TO 1.00 P.M.**
Max Marks. 70

N.B.

- 1) Attempt any **THREE** 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.
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SECTION - I

- Q.1** What do you mean by Quality? Explain its importance in competitive business environment. (14)
- Q.2** Discuss Process Capability for controlling Quality with suitable examples. (14)
- Q.3** Explain the following terms (14)
- a) Quality Control
 - b) Quality Assurance
- Q.4** Explain sampling by attributes and variables with examples. (14)
- Q.5** Write short notes on any **TWO** of the following: (14)
- a) Customer Driven Quality Cycle
 - b) Quality Audit
 - c) Quality and financial performance
 - d) Cost of Quality

SECTION - II

- Q.6** Discuss concept and methodology of Six Sigma by citing example. (14)
- Q.7** Explain Kano's model of customer satisfaction. (14)
- Q.8** Explain steps involved in construction of any control chart you are familiar with. (14)

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