

**M.B.A. SEM-III / M.B.A.(HR) SEM-III (2016 COURSE) CBCS
: WINTER - 2017**

SUBJECT : PRODUCTION & OPERATIONS MANAGEMENT

1) QUALITY MANAGEMENT

Day : **Saturday**
Date : **02/12/2017**

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

W-2017-1730

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** Explain how “Cost of Quality” can be reduced? **(10)**
- Q. 2** What is difference between Quality Assurance and Quality Control? **(10)**
- Q. 3** What is the necessity of Ststistical Quality Control when a product has ultimately pass through inspection? **(10)**
- Q. 4** Dicuss the three primary applications of control charts. **(10)**
- Q. 5** Write short notes on any **TWO** of the followings **(10)**
- a) Determinants of quality
 - b) C - Chart
 - c) Taguchi Method

SECTION - II

- Q. 6** Dicuss the ISO 9000 process in detail. **(15)**
- Q. 7** Describe the Customer –driven quality cycle with examples **(15)**
- Q.8** “Organizational image is the reflection of Quality” Dicuss with examples **(15)**

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