

**M.B.A. (GEN.) SEMESTER - III (2012 COURSE)(CHOICE
BASED CREDIT SYSTEM) / M.B.A. (FM) SEMESTER - III
(2013 (CHOICE BASED CREDIT SYSTEM) : WINTER -
2017**

SUBJECT : ELECTIVE – II : QUALITY MANAGEMENT

Day : **Thursday**

Date : **07/12/2017**

W-2017-1770

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.
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SECTION – I

- Q.1** What do you mean by Quality? Explain its importance in manufacturing company. (15)
- Q.2** Explain the following control charts: (15)
- a) R-chart
 - b) p-chart
 - c) c-chart
- Q.3** Discuss various Sampling Plans with suitable examples. (15)
- Q.4** What is Quality Control? Differentiate between Quality Control and Inspection. (15)
- Q.5** Write short notes on any **THREE** of the following: (15)
- a) ACSI model
 - b) TS 16949
 - c) Dimensions of Quality
 - d) Quality and Financial Performance

SECTION – II

- Q.6** State the purpose of ISO 9000. What are the key elements or requirements of a firm's quality program on which ISO 9000 standards focuses? (20)
- Q.7** Explain Customer Driven Quality Cycle concept by citing examples. (20)
- Q.8** What is Acceptance Sampling? Under what conditions is Acceptance Sampling preferred over cent percent inspection? (20)

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