

**M.B.A. (HR) SEMESTER - III (2012 COURSE)(CHOICE
BASED CREDIT SYSTEM) : WINTER - 2017
SUBJECT: ELECTIVE – II: QUALITY MANAGEMENT – II (PM)**

Day : **Thursday**
Date : **07/12/2017**

Time: **10.00 AM TO 01.00 PM**
Max. Marks: 100

W-2017-1840

N.B.:

- 1) Attempt **ANY FOUR** questions from Section – I and **ANY TWO** questions from Section – II.
- 2) Answers to both the sections should be written in **SEPARATE** answer books.
- 3) Figures to the right indicate **FULL** marks.

SECTION – I

- Q.1** Explain six sigma concept with suitable examples. [15]
- Q.2** Discuss Kano's model of customer satisfaction. [15]
- Q.3** Explain following control charts: [15]
a) \bar{X} – chart b) R – chart c) p – chart
- Q.4** What is Acceptance Sampling? Explain principles of Acceptance Sampling. [15]
- Q.5** Write short notes on **ANY THREE** of the following: [15]
a) Quality and Financial Performance
b) Cost of Quality
c) Process Capability
d) Sampling by attributes and variables

SECTION – II

- Q.6** Discuss customer driven quality cycle concept by citing examples. [20]
- Q.7** What is ISO – 9000? Explain the need of ISO 9000 Certification. [20]
- Q.8** What do mean by 'Quality'? Discuss importance of Quality Management in a manufacturing company. [20]

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