

S.D.E.

M.B.A. SEM-IV (2010 COURSE)(3 YEAR COURSE) :

WINTER - 2017

SUBJECT: ELECTIVE – II: c) QUALITY SYSTEMS & MANAGEMENT
(PRODUCTION MANAGEMENT)

Day: **Wednesday**
Date: **20/12/2017**

W-2017-4280

Time: **02.00 P.M. TO 05.00 P.M.**
Max. Marks: 70

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** What do you mean by Total Quality (TQ)? Explain components of TQ loop. (10)
- Q.2** Discuss Statistical Process Control concept with suitable examples. (10)
- Q.3** Explain Humanistic aspects of Total Quality Management. (10)
- Q.4** What is Quality? Explain functional linkage of Quality with reliability and maintainability. (10)
- Q.5** Write short notes on any **TWO** of the following: (10)
- a) ISO 9001- 2000 standards
 - b) Total Quality Services
 - c) Taguchi loss function
 - d) Q-7 tools

SECTION-II

- Q.6** Top level management of large scale manufacturing company wants to implement Total Productive Maintenance (TPM) programme. As a consultant suggest a plan for the same. (15)
- Q.7** Discuss Six Sigma concept by citing examples. (15)
- Q.8** Alfa electronic Company manufactures resistors on mass production basis. At some intermediate point of production line, 10 samples of size 100 each have been taken. Resistors within each sample were classified into good or bad. The related data are given the following table. Construct a p-chart with 3 Sigma limits and comment on the process. (15)

| Sample No. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|----------------------------|----|----|----|----|---|----|----|----|---|----|
| No. of defective resistors | 12 | 15 | 20 | 14 | 9 | 20 | 15 | 10 | 9 | 8 |