

**CDOE**  
**MASTER OF BUSINESS ADMINISTRATION (CBCS-2019 COURSE)**  
**M.B.A. SEM - III : WINTER :- 2021**  
**SUBJECT: QUALITY MANAGEMENT**

**Day : Wednesday**  
**Date 2/3/2022**

**W-21996-2021**

**Time : 10:00 AM-01:00 PM**  
**Max. Marks: 60**

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**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 **SAME** answer book.
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**SECTION-I**

- Q.1** Discuss Six Sigma concept with suitable examples. **(10)**
- Q.2** Explain Kano's model of customer satisfaction. **(10)**
- Q.3** Write a detailed note on Producer's and Consumer's risk. **(10)**
- Q.4** What is Statistical Quality Control? Explain Control Charts for variables. **(10)**
- Q.5** Write short notes on any **TWO** of the following: **(10)**
- a) Quality Control and Inspection
  - b) Determinants of Quality
  - c) Sampling Plans
  - d) Customer Driven Quality Cycle

**SECTION-II**

- Q.6** What do you mean by Quality? Discuss Quality Assurance Concept with suitable examples. **(15)**
- Q.7** What are the types of Quality? Explain dimensions of Quality. **(15)**
- Q.8** What is Quality Auditing? Explain importance of Quality Auditing for a manufacturing company. **(15)**

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