

CDOE

MASTER OF BUSINESS ADMINISTRATION (HUMAN RESOURCE) (CBCS-2019 COURSE)
M.B.A. (H.R.) SEM - III : WINTER :- 2021
SUBJECT: QUALITY MANAGEMENT

Day : Wednesday
Date 2/3/2022

W-22117-2021

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

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.

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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