

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

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

**W-22315-2021**

**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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**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

**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**

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

**SECTION-II**

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

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