

CDOE
MASTER OF BUSINESS ADMINISTRATION (HUMAN RESOURCE) (CBCS - 2020 COURSE)
M.B.A. (H.R.) Sem-III : WINTER :- 2021
SUBJECT: QUALITY MANAGEMENT

Day : Wednesday
Date 2/3/2022

W-23009-2021

Time : 10:00 AM-12:00 PM
Max. Marks: 50

N.B.

- 1) Attempt **ANY THREE** questions from Section – I.
 - 2) Attempt **ANY TWO** questions from Section – II.
 - 3) Figures to the **RIGHT** indicate **FULL** marks.
 - 4) Answers to both the sections should be written in **SAME** answer book.
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SECTION – I

- Q.1** Explain need for ISO 9000 and other quality systems. (10)
- Q.2** Discuss customer driven quality cycle concept with suitable examples. (10)
- Q.3** Write a detailed note on sampling plans. (10)
- Q.4** What is Statistical Quality Control (SQC) ? Explain control charts for variables. (10)
- Q.5** Write short notes on **ANY TWO** of the following (10)
- a) Quality assurance
 - b) Dimensions of quality
 - c) Producer's and consumer's risk

SECTION – II

- Q.6** Explain Kaizen concept with suitable examples. (10)
- Q.7** Discuss ACSI model. (10)
- Q.8** What do you mean by Quality? Explain quality and financial performance. (10)
