

MASTER OF BUSINESS ADMINISTRATION (CBCS - 2020 COURSE)

M.B.A Sem-III : WINTER : 2021

SUBJECT: QUALITY MANAGEMENT

Day : Wednesday

Time : 02:00 PM-04:00 PM

Date : 16-02-2022

W-22798-2021

Max. Marks: 50

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) Both sections should be written in **SAME** answer book.

SECTION – I

- Q.1** What do you mean by Quality? Discuss types of Quality with suitable examples. **(10)**
- Q.2** What is Quality Control? What are the objectives of Quality Control? **(10)**
- Q.3** Discuss statistical quality control concept by citing examples. **(10)**
- Q.4** What is acceptance sampling? Discuss sampling plans. **(10)**
- Q.5** Write short notes on any **TWO** of the following: **(10)**
- a) Cost of Quality
 - b) Quality Assurance
 - c) ISO 9000: 2000 Quality

SECTION - II

- Q.6** Discuss Six Sigma concept by citing examples. **(10)**
- Q.7** Explain customer driven quality concept with suitable examples. **(10)**
- Q.8** Explain Kano's model of customer satisfaction. **(10)**

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