

MASTER OF BUSINESS ADMINISTRATION (CBCS - 2020 COURSE)
M.B.A Sem-III :SUMMER- 2022
SUBJECT : QUALITY MANAGEMENT

Day : Wednesday
Date : 22-06-2022

S-22798-2022

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** What do you mean by Quality? Explain types of Quality with suitable examples. **(10)**
- Q.2** What is Quality Control? State objectives of Quality Control. **(10)**
- Q.3** Discuss control charts for variables. **(10)**
- Q.4** What is Acceptance Sampling? Explain principles of Acceptance Sampling. **(10)**
- Q.5** Write short notes on **ANY TWO** of the following **(10)**
- a) ACSI model
 - b) Quality Auditing
 - c) Kaizen

SECTION – II

- Q.6** Discuss six sigma concept by citing examples. **(10)**
- Q.7** Explain Kano's model of Customer Satisfaction. **(10)**
- Q.8** Discuss control charts for attributes alongwith the use of these control charts. **(10)**
