

MASTER OF BUSINESS ADMINISTRATION (HUMAN RESOURCE) (CBCS - 2020  
COURSE)

M.B.A. (HR) Sem-III : WINTER- 2022  
SUBJECT : QUALITY MANAGEMENT

Day : Tuesday

Time : 02:00 PM-04:00 PM

Date : 27-12-2022

W-22868-2022

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) 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 ACSI model. (10)
- Q.3** Discuss single, double and Sequential Sampling plans. (10)
- Q.4** What is Statistical Quality Control? Explain control charts for attributes. (10)
- Q.5** Write short notes on any **TWO** of the following (10)
- a) Objectives of Quality
  - b) Quality Assurance
  - c) Control Charts for variables.

**SECTION - II**

- Q.6** Explain Kaizen concept by citing examples. (10)
- Q.7** Discuss Kano's model of customer satisfaction. (10)
- Q.8** Discuss Acceptance Sampling for SQC. (10)

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