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

Day : Tuesday

Time : 02:00 PM-04:00 PM

Date : 27-12-2022

**W-22798-2022**

Max. Marks : 50

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**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.
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**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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