

Roll No.

Total No. of Pages : 02

Total No. of Questions : 07

MBA (Sem.-4)
QUALITY MANAGEMENT
Subject Code : MB-944
M.Code : 49076

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains SIX questions carrying TEN marks each and students have to attempt any FOUR questions.

SECTION-A

1. Write briefly :

- a) Quality problems
- b) Bottlenecks in Total Quality Management
- c) Quality costs and schedules
- d) Acceptance sampling
- e) Control charts
- f) Pareto analysis
- g) Quality management in designing
- h) Quality culture
- i) ISO 9000
- j) Quality certification

SECTION-B

2. Discuss and differentiate between the different costs of quality.
3. Explain in detail the concept and significance of Statistical Process Control.
4. Comment on the various issues in managing quality in Suppliers Quality Management System.
5. Explain what is meant by organization for quality. Discuss its significance.
6. Differentiate in detail between quality assurance and quality control.
7. Explain the significance of Ishikawa diagnosis, giving examples.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.