Sub Code:MAM901

Paper Id: 293921 Roll No:

MAM
(SEM-X) THEORY EXAMINATION 2019-20
QUALITY MANAGEMENT

Time: 3 Hours *Total Marks: 100*

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. Attempt *all* questions in brief. 2 x 10 = 20

a.	How does quality leads to profit?
b.	What do you understand by cost of poor quality?
c.	What is the need of unbiased data collect?
d.	What is C-Chart?
e.	What do you meant by signal to noise ratio?
f.	Write a short note on customer relation.
g.	Define faiture rate.
h.	Explain TQM culture.
i.	What do you understand by empowerment?
j.	Write a short note on internal audit.

SECTION B

2. Attempt any *three* of the following: 10x3=30

a.	"Quality is a means to success in a competitive and global environment." Comment.
b.	Explain the principles carried out under the Japanees 5's and 8D.
c.	Discuss the six sigma concept of process capability.
d.	Elucidate the process of rewards and recognition in Quality Management.
e.	What is the relevance of Total Productive maintence to TQM?

SECTION C

3. Attempt any *one* part of the following: 10x1 = 10

a.	Write about sum old and new statistical tools a manager should follow when measuring Quality Management.
b.	Explain the dimensions of product and service quality.

4. Attempt any *one* part of the following: 10x1=10

a.	Present the various steps (process) and documentation required to implement FEMA.
b.	Discuss the process of business process re-engineering (BPR).

5. Attempt any *one* part of the following: 10x1 = 10

a.	Define the term quality vision, mission and policy statement in detail.
b.	Discuss about bench marking and POKA-YOKE.

6. Attempt any *one* part of the following: 10x1 = 10

a.	Discuss the various elements of ISO 9004.
b.	Discuss in detail contribution of deming and juran for quality.

7. Attempt any *one* part of the following: 10x1 = 10

a.	Discuss the various qualitative and quantitative statistical methods for quality control.
b.	Write a note on the following:- (i) Quality Management system. (ii) Cost of quality.

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