Paper Id: 270370 Roll No: | | | | | | | | | | | | | |

MBA

(SEM III) TIIEORY EXAMINATION 2019-20

QULAITY TOOLKIT FOR MANAGERS

Time: 3 Hours ***Total Marks: 100***

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

SECTION A

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

Qno.	Question	Marks	CO
a.	Define cost of quality.	2	CO1
b.	List out the elements of customer service.	2	CO2
c.	State the importance of Ishikawa diagram.	2	CO1
d.	Write down the aspects of Juran Triology.	2	CO1
e.	Differentiate between control limits with specification limits.	2	CO2
f.	What do you mean by PDCA cycle?	2	CO4
g.	Define Benchmarking.	2	CO5
h.	List down different types of FMEA.	2	CO3
i.	Define Quality Circle.	2	CO4
j.	What do you mean by Quality Assurance?	2	CO5

SECTION B

2. Attempt any *three* of the following: 3 x 10 = 30

Qno.	Question	Marks	CO
a.	What do you mean by Quality? Explain various determinants of quality.	10	CO1
b.	Describe about the customer perception of quality with appropriate examples.	10	CO2
c.	For the following data, construct a fraction defective chart.	10	CO3
d.	Write about scope and application of QS 9000.	10	CO5
e.	How do you develop a quality circle program? What are its benefits?	10	CO4

Group number	Sample Size	No. of defectives
1	32	2
2	32	3
3	50	3
4	50	2
5	32	1
6	80	4
7	50	2
8	50	0
9	32	2
10	32	1

SECTION C

3. Attempt any *one* part of the following: 1 x 10 = 10

Qno.	Question	Marks	CO
a.	Discuss Crosby's 14 steps for quality management.	10	CO1
b.	Illustrate the components of quality statement and its importance with example.	10	CO1

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

Qno.	Question	Marks	CO
a.	How do you address the following questions regarding inspection activities? Explain your answer. i. How much to inspect and how often? ii. Where to inspect in a process?	10	CO2
b.	Discuss any FOUR (old) quality tools with examples.	10	CO2

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

Qno.	Question	Marks	CO
a.	What is acceptance sampling technique? Explain acceptance sampling by attributes.	10	CO3
b.	Explain Taguchi's quality loss function.	10	CO3

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

Qno.	Question	Marks	CO
a.	Explain the process of Benchmarking with suitable example.	10	CO4
b.	Explain six sigma concept and how this help in process improvement.	10	CO4

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

Qno.	Question	Marks	CO
a.	Describe the types of Quality Audit.	10	CO5
b.	Discuss different Indian quality standards.	10	CO5

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