

No. of Printed Pages : 03

Roll No.

CC-401

M.B.A. EXAMINATION, Dec. 2017

(Fourth Semester)

(Re-appear Only)

(MBA)

OM-02

Quality Management

Time : 3 Hours]

[Maximum Marks : 70

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

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P.T.O.

Unit I

1. Explain the cost of quality in detail. What are the techniques to analyse quality costs ? Explain. **14**
2. (a) Discuss the barriers in the implementation of TQM. **7**
(b) Describe the dimensions of quality. **7**

Unit II

3. Explain all the elements in 5S principles. How these 5S principles are used to establish and maintain a productive and quality environment of an organisation ? **14**
4. (a) Define performance appraisal. What are its benefits ? Explain any *one* popular performance appraisal technique. **7**
(b) Discuss Juran trilogy covering planning, control and improvement in detail. **7**

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Unit III

5. Describe the principles of six sigma. How is a six sigma programme implemented in an organization ? Discuss the steps. **14**
6. Write short notes on the following :
 - (a) Measure of central tendency **7**
 - (b) Control charts. **7**

Unit IV

7. (a) Explain Taguchi's quality loss function. **7**
(b) What is Benchmarking ? Explain the process of benchmarking. **7**
8. Explain the steps to be followed in implementing quality system ISO 9001:2000. What are the steps to obtain certification ? What are the advantages and disadvantages of obtaining certification ? **14**

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