2018

MBA

MBA 3.8 (B)

# QUALITY MANAGEMENT

**Full Marks :70** **Time : 3 Hours**

*(The figures in the margine indicate full marks for the questions )*

## SECTION - A

All questions are compulsory : 2x5=10

1 What are the various consequences of poor quality?
2. What do you mean by six sigma.
3. Define process capability and process capability index.
4. What is the aim of the EMS standard?How is the aim achieved?
5. Explain the power of PDCA in Deming's wheel.

## SECTION - B

Answer the following questions (any five) : 4x5=20

1. Discuss the various elements of quality.
2. Distinguish between kaizen and innovation with an example
3. Construct a flow chart for an Order entry activity
4. Define the term 'Statistical Process Control and discuss the steps used for implementingSPC
5. What barriers would you expect to meet in designing and implementing a Business Process Re-engineering programme?
6. What ate the strengths and weaknesses of an ISO 9000 standard quality management system?
7. Discuss the role that variability and statistical methods play in controlling and improving quality.

## SECTION - C

Answer the following questions (any five) : 8x5=40

1. Explain Deming's principle of quality, and how it leads to quality aspect in all fields of manufacturing.
2. What is 'Poka-Yoke'?Describe the zero quality control programme.

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3. Discuss the various tools that can be utilized for problem-solving and situation analysis in the realm of TQM.
4. The number of customer complaints received daily by an organization is as follows:

| Day | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|---|
| No.of customer complaint | 2 | 3 | 0 | 1 | 9 | 2 | 0 | 0 | 4 |
| Day | 10 | 11 | 12 | 13 | 14 | 15 | | | |
| No.of customer complaint | 2 | 0 | 7 | 0 | 2 | | | | |

Does it show that number of complainants is under statistical control?Establish a control scheme for the future.

5. Describe the principles and salient features of TQM.
6. Discuss the five discrete and interrelated definitions of quality suggested by Garvin, Harvey and Green.
7. Discuss the features and characteristics of companywide quality control circle.

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