

Printed Pages – 3

Roll No. :

576375(76) / 676575(76)

**M. B. A. (Third Semester) Examination,
Nov.-Dec. 2021**

(New Scheme)

(Management Branch)

(Specialization : Production & Operations Management)

**QUALITY CONTROL, QUALITY ASSURANCE
and RELIABILITY (New)**

Time Allowed : Three hours

Maximum Marks : 80

Minimum Pass Marks : 32

***Note : Attempt all five questions. Each questions
carries equal marks. Internal choices have
been provided.***

Unit-I

1. (a) What is Quality Control? How Total Quality System improves value of an organization? 16

576375(76) / 676575(76)

PTO

[2]

Or

- (b) Throw some light on applicability and appropriability of Quality Control in Service Industry. 16

Unit-II

2. (a) How Quality Management Philosophies and their recommendations laid the foundation of TQM principle and practices. Explain the statement in light of some contributions laid by various authors. 16

Or

- (b) Describe how Quality Management practices and tools helps in improving the Quality Standards an organization. 16

Unit-III

3. (a) "Statistical thinking and application of Statistical tools can be gainfully employed to enable improved quality and reduced cost in areas of production and process engineering. Discuss this statement by providing the importance and significance of statistics in business. 16

Or

- (b) How graphical methods to represent data aids in

[3]

- Quality improvement? What type of charts are commonly used in business data presentation? 16

Unit-IV

4. (a) Explain the concept of Control Charts. Why these are so widely used in industries. 16

Or

- (b) What are the types of control charts on the basis of data characteristics. Also explain its applicability. 16

Unit-V

5. (a) What do you understand by Process Capability? How study of process capability Index help in the pursuit of continuous improvement? 16

Or

- (b) Write an note on : 16
(i) Taguchi Method
(ii) Acceptance Sampling plan for attributes and variables