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Roll No. : .....

**576475(76)**

**M. B. A. (Fourth Semester) Examination,  
April-May 2021**

**(New Scheme)**

**(Management Branch)**

**(Elective-II)**

**QUALITY MANAGEMENT SYSTEM (New)**

***Time Allowed : Three hours***

***Maximum Marks : 80***

***Minimum Pass Marks : 32***

***Note : Attempt all questions. Part (a) of each unit is compulsory. Attempt any one part from (b) and (c).***

**Unit-I**

1. (a) What is Quality Management System? Differentiate between quality in production and quality in service Systems.

6

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**PTO**

[ 2 ]

(b) Describe the elements of total quality in organization. 10

**Or**

(c) Write short notes on : 10

- (i) Economics of quality
- (ii) Quality improvement and problem solving

**Unit-II**

2. (a) State Juran's Quality Improvement steps. 6

(b) Discuss the steps suggested by Crosby for implementing quality improvements. 10

**Or**

(c) Describe the seven management and planning tools with relevant example. 10

**Unit-III**

3. (a) Explain briefly the process management approach. 6

(b) Define process improvement. Describe process improvement stages in brief. 10

**Or**

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(c) Write short notes on : 10

- (i) Process Control
- (ii) Designing process for quality

**Unit-IV**

4. (a) Discuss the role of performance measurement in assessing the quality. 6

(b) Explain the scope of performance measurement. 10

**Or**

(c) Define cost of quality. Discuss the process of measuring the return on quality. 10

**Unit-V**

5. (a) Explain the total quality in organization. 6

(b) Discuss the self assessment process in brief. 10

**Or**

(c) Discuss the process for sustaining quality organization. 10