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**M. B. A. (Third Semester) Examination,
Nov.-Dec. 2020**

(New Scheme)

(Management Branch)

(Specialization : Production & Operations Management)

**QUALITY CONTROL, QUALITY ASSURANCE
and RELIABILITY**

Time Allowed : Three hours

Maximum Marks : 80

Minimum Pass Marks : 32

***Note : Attempt all parts. Part A is compulsory and
Part B any five questions.***

Part-A 6×5=30

1. (a) How can quality be quantified?

(b) What are the benefits of TQM?

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- (c) What are the important habits of quality leader?
- (d) Name a few barriers to Team's progress?
- (e) What are the benefits of Benchmarking?

Part-A

10×5=50

Attempt any **five** questions :

- 2. Explain the steps for implementation of a quality Management system and also state the benefits of implementation it. 10
- 3. Describe the six basic concepts of TQM? 10
- 4. What are the duties of quality council? 10
- 5. Discuss the need, construction and application of control charts for variables. 10
- 6. Write short notes : 10
 - (i) Taguchi method
 - (ii) Capability Analysis
- 7. Define the term quality state and explain the different dimensions of quality. 10

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- 8. What is six sigma? Explain the concepts, feature and benefits of six sigma to an organization. 10