

MBA Degree (FT/PT) III/V Semester End Semester Examination- February, 2022
20-371-0316/16-372-0505: Quality Management

Time: 3 Hours

Max. Marks: 50

PART A

(Answer ALL questions. Each question carries 2 marks)

Define Each of the Terms in a Short Paragraph.

1. Quality related costs
2. Sampling Inspection
3. Moment of Truth
4. Value Engineering
5. FMEA

(5*2=10)

PART B

(Answer any FIVE Questions. Each question carries 4 marks)

6. Discuss the methods that can be used to control quality of production processes in a Bakery or a Restaurant?
7. Bring out the Salient features highlighting the Benefits of Quality Circles.
8. You are buying lots of light bulbs for a company, 100 percent inspection is proving to be too costly. Explain how you will place a sampling plan for inspection in place.
9. What are standards? Using examples differentiate between product and management process standards.
10. "Quality Management is everyone's business". Discuss critically.
11. Briefly summarize the practice of Six Sigma highlighting its advantages and disadvantages.
12. Identify and explain the Control Charts- both of variables and attributes highlighting their making and use.

(5*4=20)

PART C

(Answer any TWO Questions. Each question carries 10 marks)

13. Describe how you would go about implementing HACCP in a Bread making Factory.
14. Your House Water meter is showing abnormally High reading and you have been getting high bills for the past two months. You done extensive gardening in your house since a few months back. But to are using only well water (non-metered) for Gardening. Use the steps in Quality problem solving method to analyze and chart a course of action to address the above problem.

Specify what quality Management tools could be used in this case.
15. You are the manager of a Car Repair Facility. You have understood that the service provided varies very much with the personnel involved in providing the repair service. Many a time customers complain that all the complaints regarding their Car they reported were not resolved. There was also problem regarding delivery of the Serviced Car by the promised time. Please discuss the causes of the above problems and explain your action plan to solve these.

(2*10=20)