

**MBA (FT) DEGREE III SEMESTER EXAMINATION DECEMBER 2013**

**SMS 2316 QUALITY MANAGEMENT**

Time: 3 Hours

Maximum Marks : 50

**PART A**

(Answer *ALL* questions)

(5 x 2 = 10)

- I. What is quality cost?
- II. What is zero defects?
- III. What is acceptance sampling?
- IV. What is TQM?
- V. What is six sigma?

**PART B**

(Answer *ANY FIVE* questions)

(5 x 4 = 20)

- VI. Explain the functioning of quality circle.
- VII. Write the steps of value engineering.
- VIII. Write on the use of Taguchi's loss function.
- IX. What is FMEA?
- X. What are different types of inspection procedures?
- XI. What are the different types of control charts for variables?
- XII. Explain benchmarking.

**PART C**

(Answer *ANY TWO* questions)

(10 x 2 = 20)

- XIII. Prepare a quality checking procedure for a note book manufacturing company.
- XIV. A new ball pen introduced in the market is not getting sufficient market share due to quality problem. Suggest methods for identify the problem and direction for solving them.
- XV. Suggest a quality ensuring system for a railway ticket booking office.

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