

Roll No. ....

## **MU–2406**

### **Productivity & Total Quality Management**

Master of Business Administration

(MBA–13/MBA–12/MBA–10)

Fourth Semester, Examination, 2017

**Time : 3 Hours**

**Max. Marks : 60**

**Note :** This paper is of **sixty (60)** marks containing **three (03)** sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

#### **Section–A**

##### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of seven and half (15) marks each. Learners are required to answer *two* (02) questions only.

1. Define Quality. Explain Juran’s ten steps of continuous quality improvement.
2. Explain the house of Quality in Quality function development.
3. What do you understand by ISO ? What are the requirements, benefits and functions of ISO 14000 ?
4. What is Quality Audit ? Describe the steps involved in Quality Audit.

**Section-B****(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of five (05) marks each. Learners are required to answer *four* (04) questions only.

Briefly discuss any *four* of the following :

1. Leadership in Total Quality Management.
2. Service Quality.
3. Statistical process control.
4. Poka Yoke.
5. Cause and effect diagram
6. Reliability.
7. ISO 9000 : 2000.
8. Productivity and its types.

**Section-C****(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of one (1) mark each. All the questions of this section are compulsory.

Indicate whether the following are True *or* False.

1. Control chart is a process monitoring and control tool.  
(True/False)
2. Production function is a mathematical expression that relates the maximum amount of output that can be obtained from a given number of inputs—generally capital and labour.  
(True/False)

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3. Quality = Performance \* Expectation. (True/False)
4. Statistics is defined as the Science that deals with the collection, tabulation, analysis and interpretation of qualitative data. (True/False)
5. Pillar of TQM are productivity quality, cost and delivery. (True/False)

Fill in the blanks.

6. Inspection assures that product meets .....
7. Ishikawa development is .....
8. Malcolm Baldrige national quality, award is for .....
9. The process mapping is a ..... diagram.
10. Accuracy can be improved by the use of ..... charts.

