



PAPER ID-410624

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**MBA**  
**(SEM IV) THEORY EXAMINATION 2023-24**  
**QUALITY MANAGEMENT**

**TIME: 3 HRS****M.MARKS: 100****Note: 1. Attempt all Sections. If require any missing data; then choose suitably.****SECTION A****1. Attempt all questions in brief.****2 x 10 = 20**

a.	What is meant by Quality Assurance?	02
b.	List the roles of Leadership in Driving Quality Improvement.	02
c.	Define the concept of a Quality Management System	02
d.	What is Process Capability?	02
e.	Mention Optimizing the Product Performance.	02
f.	What is Product Reliability?	02
g.	Define Six Sigma.	02
h.	What is meant by Benchmarking?	02
i.	Mention ISO 14001.	02
j.	Define QS 9000.	02

**SECTION B****2. Attempt any three of the following:****3 x 10 = 30**

a.	Discuss the historical development of quality management principles and practices.	10
b.	What are the 7 QC (Quality Control) Tools, and what purpose do they serve? Explain each tool and its application in quality improvement initiatives.	10
c.	What is Quality Function Deployment, and how does it contribute to product quality improvement?	10
d.	Describe Total Quality Management (TQM) and its significance in modern organizations. Outline the key elements or components of Total Quality Management.	10
e.	Explain ISO-9000. Discuss the key principles and requirements of ISO-9000 standards.	10

**SECTION C****3. Attempt any one part of the following:****1 x 10 = 10**

a.	Discuss the various dimensions or aspects of quality.	10
b.	What were the main contributions of Deming to the field of quality management? Explain.	10

**4. Attempt any one part of the following:****1 x 10 = 10**

a.	What is PFMEA, and how is it used to identify and mitigate process risks? Discuss the steps involved in conducting PFMEA	10
b.	Explain how each type of cost contributes to the overall cost of quality.	10

**5. Attempt any one part of the following:****1 x 10 = 10**

a.	What is Robust Design, and why is it important for product quality? Also explain the Taguchi Method.	10
b.	What is Design Failure Mode & Effect Analysis (DFMEA), and how is it used to identify and mitigate design-related risks?	10



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**QUALITY MANAGEMENT**

**TIME: 3 HRS****M.MARKS: 100****6. Attempt any one part of the following:****1 x 10 = 10**

a.	What are Quality Circles, and how do they function within organizations?	10
b.	What is Total Productive Maintenance (TPM), and why is it important in quality management? Discuss the pillars of TPM.	10

**7. Attempt any one part of the following:****1 x 10 = 10**

a.	Explain ISO 22000 and its significance in ensuring food safety. Discuss the requirements of ISO 22000 for implementing a Food Safety Management System.	10
b.	What are some prominent quality standards in India? Discuss how Indian quality standards align with international standards such as ISO.	10

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