



Paper ID : 250322

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Subject Code: KMBNOM03

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**MBA**  
**(SEM IV) THEORY EXAMINATION 2024-25**  
**QUALITY MANAGEMENT**

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

Q no.	Question
a.	Define Quality Management and its importance.
b.	Distinguish between Quality Control and Quality Assurance.
c.	What are Deming's 14 Points for Management?
d.	List any four dimensions of product quality.
e.	What are the 7 QC Tools?
f.	Explain the concept of Process Capability.
g.	What is Quality Function Deployment (QFD)?
h.	Define Six Sigma and its key components.
i.	What is ISO 9000 and why is it important?
j.	Name any two Indian Quality Awards and their objectives.

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

a.	Discuss the philosophies of Deming, Juran, and Crosby in detail.
b.	Explain the process and significance of Acceptance Sampling in Quality Control.
c.	Describe the various types of Quality Costs with suitable examples.
d.	Write a detailed note on Taguchi's method for robust design.
e.	What are the principles and benefits of Total Productive Maintenance (TPM)?

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

a.	Explain the role of top management in implementing a Quality Management System.
b.	Analyze the importance and application of Measurement System Analysis (MSA).

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

a.	Illustrate the Six Sigma DMAIC process with an industry example.
b.	Explain the steps of Design Failure Mode and Effects Analysis (DFMEA).

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

a.	Evaluate the impact of ISO 14001 and ISO 27001 on organizational performance.
b.	Compare and contrast the various international and Indian Quality Standards.

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

a.	Discuss the application of Statistical Process Control (SPC) tools in manufacturing.
b.	Explain Process Failure Mode and Effects Analysis (PFMEA) and its benefits.

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

a.	Analyze the concept and process of Benchmarking in Quality Management.
b.	Describe the role of Quality Circles and their impact on employee engagement.