

Roll No.

Total No. of Questions : 07]

[Total No. of Pages : 02

BBA (Sem. - 4th)

QUALITY MANAGEMENT

SUBJECT CODE : BB - 405 (2008 to 2011 Batch)

Paper ID : [C0222]

Time : 03 Hours

Maximum Marks : 60

Instruction to Candidates:

- 1) Section - A is **Compulsory**.
- 2) Attempt any **Four** questions from Section - B.

Section - A

(10 × 2 = 20)

Q1) Write Short notes on the following:

- a) Define Quality Management.
- b) What is Kaizen?
- c) Meaning of Benchmarking.
- d) Meaning of Internal audit.
- e) Inspection.
- f) Unbiased Data.
- g) Advantages of Brainstorming.
- h) Quality Management Systems.
- i) Pareto diagram of Quality Improvement.
- j) Crosby contribution.

Section - B

(4 × 10 = 40)

- Q2)** Discuss the role of quality management in today's competitive environment.
- Q3)** Discuss various activities under Kaizen as quality improvement programme.
- Q4)** What are ISO 9000 series standards? Explain the steps required to implement them.
- Q5)** Discuss Juran's contribution for improvement of quality productivity and Competitive positions.
- Q6)** Explain various methods of Statistical Quality Control.
- Q7)** Discuss the role of consultant in developing and implementing ISO 9000 quality standards.

