

Subject : Elective-II : Quality Management (Production & Operations Management)

Day : Saturday

Date : 11/06/2016



Time : 10.00 AM TO 1.00 PM

Max Marks : 70 Total Pages : 1

N.B.

- 1) Attempt any **THREE** questions from Section – I and any **TWO** questions from Section – II.
 - 2) Figures to the right indicate **FULL** marks.
 - 3) Answers to both the sections should be written in the **SAME** answer book.
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SECTION – I

- Q.1** What do you understand by Quality? Explain its importance and objectives. (14)
- Q.2** Explain the co-relation of Quality Control and Inspection. (14)
- Q.3** Explain the concept of Statistical Quality Control with suitable examples. (14)
- Q.4** Describe the different Principles of acceptance sampling. (14)
- Q.5** Write short notes on any **TWO** of the following: (14)
- a) TS - 16949
 - b) P-Chart
 - c) Cost of Quality

SECTION – II

- Q.6** Explain in detail Kano's Model of customer satisfaction. (14)
- Q.7** Carry out 'Quality Audit' for Steel Manufacturing Plant. (14)
- Q.8** 'Achieving quality is easy but maintaining quality is difficult'. Comment. (14)

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