

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

Day : Friday

Date : 16/12/2016



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** Define Quality. Explain in detail customer driven quality. **(14)**
- Q.2** Explain in detail ‘Quality Assurance’. **(14)**
- Q.3** Describe different types of Control Charts for variables. **(14)**
- Q.4** Explain in detail Sampling Plans – Single, Double and Sequential. **(14)**
- Q.5** Write short notes on any **TWO** of the following: **(14)**
- a) Kano’s model
 - b) Process Capability
 - c) Determinants of quality

SECTION – II

- Q.6** Explain in detail ACSI model. **(14)**
- Q.7** Describe ISO 9000-2000 quality system with appropriate examples. **(14)**
- Q.8** ‘As quality increases cost also increases’. Comment. **(14)**

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