

Roll No. ....

**MBA-10/MBA-12/MBA-13**

**(Master of Business Administration)**

**Fourth Semester Examination-2015**

**MU-2406**

**Productivity & Total Quality Management**

**Time : 3 Hours**

**Maximum Marks : 60**

**Note : This paper is of sixty (60) marks divided into three (03) sections A, B, and C. Attempt the questions contained in these sections according to the detailed instructions given therein.**

**Section - A**

**(Long Answer Type Questions)**

**Note : Section 'A' contains four (04) long-answer-type questions of fifteen (15) marks each. Learners are required to answer any two (02) questions only. (2×15=30)**

1. What do you understand by individual incentive plans? Explain Taylor's differential piece-rate plan along with its advantages and disadvantages?
2. Explain Juran's "Quality Trilogy"? Describe the ten steps prescribed by Juran for quality improvement?

3. Explain the steps for construction of control charts? Also provide an application of control charts?
4. Why do reliability engineers relate reliability with availability and maintenance? Describe the relationship between them?

## **Section - B**

### **(Short Answer Type Questions)**

**Note : Section 'B' contains eight (08) short-answer-type questions of five (05) marks each. Learners are required to answer any four (04) questions only. (4×5=20)**

**Briefly discuss any four (04) of the following :**

1. Analysis of quality-cost relationship.
2. Cause and effect diagram.
3. ISO 9000: Quality Management System.
4. MBNQA Model.
5. Computer-Assisted Job Evaluation.
6. Learning organizations.
7. Types of training methods.
8. Quality Audit.

## Section - C

### (Objective Type Questions)

**Note : Section 'C' contains ten (10) objective-type questions of one (01) mark each. All the questions of this section are compulsory. (10×1=10)**

**Write true/false against the following :**

1. Statistical quality control primarily involves looking for defects in parts, finished goods, or other outcomes selected through a sampling technique.
2. The zero-defects approach is best defined as the quality control technique in which the top performer of a process is identified and imitated.
3. Employee involvement teams are most successful when all the group members are eager to participate.
4. Six-sigma is a process-oriented quality control method designed to improve the operations output to 99.999% perfection level.
5. Amount spends on raw materials for production is an accurate example of overhead.

**Fill in the blanks :**

6. A percentage that represents the average annual earnings for each rupee of a given investment is referred to as .....
7. The concept of zero inventory is called .....

8. The basic need of Maslow's need hierarchy is .....
9. .... is ultimately responsible for quality management in the project.
10. 80% of the problems are found in 20% of the work', is a concept given by .....