

Roll No. ....

Total No. of Pages : 02

Total No. of Questions : 07

**MBA (Sem.-4)**  
**QUALITY MANAGEMENT**  
**Subject Code : MB-944 (2008-10 Batch)**  
**Paper ID : [C0196]**

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY.
2. Attempt any FOUR questions from SECTION-B.

**SECTION-A**

**(10 × 2 = 20 Marks)**

- a) Quality costs
- b) Kaizen
- c) Inspection
- d) Strategic quality management
- e) Acceptance sampling
  
- g) ISO 9000 standards
- h) Quality culture
- i) Design for quality
- j) Statistical methods of quality management

**SECTION-B**

**(4 × 10 = 40 Marks)**

2. Explain the role of quality management in changing business conditions.
3. Write short notes on:
  - a) Statistical process control
  - b) Pareto analysis
4. Elaborate on the contributions of Deming to quality management.
5. Give a detailed account of quality management in manufacturing.
6. Discuss the tools of quality management.
7. Write short notes on :
  - b) Internal audit