

Seat
No.

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|



आभास - 033

405 - SPECIALIZATION - VI (MAJOR) 445 D

Operation Management

(International Quality Management)

P. Pages : 1

Time : Three Hours

Max. Marks : 60

Instructions to Candidates :

1. Do not write anything on question paper except Seat No.
2. Answersheet should be written with blue ink only. Graph or diagram should be drawn with the same pen being used for writing paper or black HB pencil.
3. Students should note, no supplement will be provided.
4. Attempt **any three** questions from section - I & **any two** questions from section - II.
5. All questions carry equal marks.

SECTION - I

1. "Quality is meeting or exceeding customers expectations" Comment. **12**
2. What is TQM ? Discuss TQM Vs Traditional management practices. **12**
3. Write a detailed note on 'The fork model for quality management - Daily management. **12**
4. Explain in length 'QS 9000' series. **12**
5. Write short notes on **any two**. **12**
 - a) Quality as a source of value.
 - b) Kaizen & Management.
 - c) DMALC model

SECTION - II

6. Explain six sigma management along with benefits & costs. **12**
7. Discuss Kaizen strategy & practice. **12**
8. Describe business process re engineering in detail. **12**
