**MB 11**

**Second Semester Master of Business Administration,**

**Examination Aug/Sep- 2015**

**Quality Management**

**Time:-3Hours Max. Marks: - 80**

**SECTION-A**

**Answer any five questions: (6\*5)**

1. What is continuous and fast change in professional life?
2. Mention the benefits of quality function deployment.
3. Define the terms product quality and process quality.
4. Briefly examine the history of 1960s TQM.
5. Enlist the elements of total quality management.
6. Point out the features of total quality management.
7. Trace out the system requirements of ISO 9001:2000.
8. Briefly define quality management system.

**SECTION-B**

**Answer any two questions: (10\*2)**

1. Evaluate the concept of quality management.
2. Discuss the benefits realized from ISO 9000.
3. Enlist and describe various types of quality audit.

**SECTION-C**

**Answer any two questions: (15\*2)**

1. Explain the benefits of quality management system.
2. What are the principles of ISO 9000 quality management?
3. Enumerate the process of quality audit.