

Seat Number of Candidate: _____

Seat Number of Candidate: _____

Savitribai Phule Pune University

Department of Management Sciences (PUMBA)

MBA++, Trimester – V , End Term Examination, February 2015

Subject Code: 501

Name of Subject: Managing for Excellence

Marks: 50

Time: 3 Hrs

Instruction to Candidates: Answer both sections on a separate answer sheets.

Section –I

Q1. What are the five pillars of TQM? Explain how can you implement TQM for any one of the following area –

- 1) Bank 2) Hospital 3) Manufacturing company 4) Hotel

OR

Explain following stages of TPM along with suitable example-

- 1) Reactive maintenance 2) Preventive maintenance 3) Predictive maintenance 4) Maintenance prevention

10 Marks

Q2. Differentiate the process of DMAIC and DMADV by giving examples.

10 Marks

Q3. Write short notes on **any one** of the following.

1. Malcolm-Baldrige Model
2. Zero Defect
3. Ethics in Business
4. TBEM

5 marks

Section –II

INSTRUCTIONS:

1. Attempt any five questions.
2. Each question carries 5 marks.
3. Illustrate your answer with suitable examples.

Q.1.Explain the “MANDATORY” provisions as suggested by the Kumar Mangalam Birla Committee and the Narayana Murty Committee as regards Corporate Governance.

Q.2.Illustrate the areas which are required to be covered under the CSR Activities by the Corporates in India, as laid down vide the Companies Act, 2013.

Q.3. How can the Corporate Organisations move from Head-to-Head Competition to Blue Ocean Creation?

Q.4.What precautions are required to be taken while encouraging Whistle Blowing in an organisation?

Q.5. According to a recent Article in the Economic Times, what are the Three Desired Attributes of a Good Corporate Board?

Q.6. Is there really a need for Independent Directors on the Corporate Boards in India? If Yes, explain WHY. If NO, explain WHY NOT.