

University of Pune
Department of Management Sciences
MBA-BT Semester IV
Semester End Exams April 2011

409-Production & Material Management SPL-III

Maximum Marks: 60

Time: 3Hrs

Note:

- i. Answer any five questions**
- ii. All questions carry equal marks**
- iii. Assumptions made should be clearly stated**

Q1. Describe Crosby's Absolutes and PDCA Cycle. State their significance to BT industry.

Q2 Discuss features of Kano model and its application.

Q3 Explain key principles of Total Quality Management. Suggest in brief an outline of implementation of TQM at a large fruit processing unit.

Q4 Explain why sampling inspection is preferred over 100% inspection. State the features of single sampling plan.

Q5 Explain generic procedure to draw Control Chart. State two examples of application of control chart for attributes in BT industry.

Q6. Describe meaning and application of FMEA.

Or

Explain the concept and methodology of Six Sigma.

Q7 Explain the importance of organization culture in building excellence in Quality.

Q8 Write notes on any two of the following:

- a) Customer Driven Quality Cycle
- b) Process Quality
- c) Poka Yoke
- d) ISO-9000 Quality Management System