

**University of Pune**  
**Department of Management Sciences**  
**MBA-BT Semester IV**  
**Mid-Sem Exams Feb 2011**

**409-Production & Material Management**  
**SPL-III**

**Maximum Marks: 40**

**Time: 2Hrs**

**Note: i. Answer any four questions**

**ii. All questions carry equal marks**

**iii. Assumptions made should be clearly stated**

- Q 1** Explain in brief the effects of improving Quality an organization through any model or Deming Chain.
- Q 2** Explain concept and significance of Juran's Trilogy in context of BT industries
- Q 3** Describe in brief the parameters of Quality with examples from BT industry.
- Q 4** Draw a Cause and Effect (Ishikawa) Diagram for a nonconformity you are aware of. State the benefits of the Ishikawa Diagram.
- Q 5** Explain the concept of any two the following:
- a)** Product Quality and process quality
  - b)** Statistical Process Control
  - c)** Pareto Chart
  - d)** Customer's perception of Quality
- Q 6** Think of any organization with which you are familiar. Is the organization a Quality leader in its business?  
If yes, state the reasons. If not, then outline an approach to make the organization Quality leader.

