

ARYAN COLLEGE
5 YEARS SCANNER BBA-II QUALITY MANAGEMENT

Unit-I-Introduction to Quality Management & Cost of Quality

1. Explain 'quality' and discuss the evolution of quality management. (2016)
2. What do you understand by 'cost of quality'? Explain how better quality management can reduce the cost, while improving quality. (2016)
3. Define quality and explain its various dimensions using Garvin's Model for physical products. (2015)
4. Clearly identify the components of cost of quality. Recommend effective methods to reduce cost of quality while improving the quality levels. (2015)
5. How has quality management evolved overtime? Differentiate between quality management and Quality assurance. (2014)
6. What do you mean by Cost of Quality? Can cost of quality be understood as investment in growth of company? Discuss. (2014)
7. What are the strategic implications of TQM? (2014)
8. Explain the importance of quality management and discuss the process of its evolution through various stages. (2013)
9. What is meant by 'Cost of Quality'? How has the understanding of this concept led to lower cost of products/services while improving quality levels? (2013)
10. Define Quality and explain its dimensions. Discuss the process of managing quality. (2012)
11. Clearly identify the components of Cost of Quality. Recommend effective methods to reduce cost of quality while improving the quality levels. (2012)

Unit-II-Kaizen,Quality Circles,SPC,JIT

1. Explain 'Kaizen' and discuss in detail how firms achieve its objectives. (2016)
2. Explain the concept of 'Just in Times' as a part of Total Quality Management. Discuss the actions required to achieve the objectives of JIT. (2016)
3. Explain the statistical principles of Statistical Process Control and identify the required conditions for applying SPC in a production facility. (2015)
4. "Quality circles contribute effectively to the twin pillars of TQM- Kaizen and people's involvement."Discuss. (2015)
5. Explain the principles of JIT and indicate the conditions under which JIT is most effective. (2015)
6. Discuss the differences between "Kaizen" and Quality Circles. (2014)
7. Write short notes on: a. JIT b. Benchmarking (Unit III) (2014)
8. What do you understand by the term 'Kaizen'? How is it applied to while implementing TQM philosophy? (2013)
9. Discuss JIT techniques and clearly bring out its benefits and its shortcomings. (2013)
10. Identify the underlying statistical principles of SPC and explain the prerequisites for applying SPC in a production facility. (2012)
11. Explain the role of "Quality Circles". Discuss the process of JIT and enumerate the conditions under which JIT is most effective. (2012)

Unit-III-Benchmarking, BPR, ISO-9000:2000,ISO:14000

1. What is benchmarking? Explain the process of benchmarking and its merits and demerits. (2016)
2. Explain Business Process Re-engineering and compare it with TQM. (2016)
3. Write short notes on: a. Quality Circles (Unit II) b. ISO-9000 (2016)
4. Explain the salient features of ISO-9000. How does ISO-9000 certification helps in higher customer satisfaction in confidence? (2015)
5. Write Short notes on any two of the following: (2015)
a. Benchmarking b. Business Process Reengineering
c. Evolution of Quality Management (Unit I)
6. Discuss the scope of Business Process Reengineering in India. (2014)
7. Discuss the success of ISO-9000 and ISO-14000 in our country. (2014)
8. What is Benchmarking process and how does it carry forward the objectives of TQM? (2013)
9. How do quality system standards ensure better quality products and services? Briefly describe the steps required in acquiring ISO-9000 certification? (2013)
10. Write Short notes on any two of the following (2013)
a. Statistical Process Control (Unit II) b. Garvin's dimensions of quality (Unit I)
c. Business Process Reengineering
11. What is meant by Benchmarking? How will you apply this technique in business organisation? What is "Kaizen" philosophy? Discuss its relevance to Indian business. (2012)
12. Explain the salient features of ISO-9000. How does ISO-9000 certification help in higher customer satisfaction and confidence? (2012)
13. Define Business Process Reengineering. What are the imperatives and enablers of BPR? Compare and contrast TQM and BPR. (2012)