

Roll No



**PRESIDENCY UNIVERSITY
BENGALURU**

**SCHOOL OF MANAGEMENT
MID TERM EXAMINATION - OCT 2023**

Semester : Semester III - 2022

Course Code : BBA3045

Course Name : Sem III - BBA3045 - Quality Management

Program : BBE

Date : 31-OCT-2023

Time : 2:00PM - 3:30PM

Max Marks : 50

Weightage : 25%

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Question paper consists of 3 parts.
- (iii) Scientific and non-programmable calculator are permitted.
- (iv) Do not write any information on the question paper other than Roll Number.

PART A

ANSWER ALL THE QUESTIONS

(5 X 2 = 10M)

1. Outline the elements of PDCA.
(CO1) [Knowledge]
2. Identify five benefits of practising quality management.
(CO1) [Knowledge]
3. Outline three sub tasks of Kanban.
(CO2,CO1) [Knowledge]
4. Identify any three types of Quality Audit.
(CO2) [Knowledge]
5. List any three disadvantages of Non-conformance cost
(CO2) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS

(2 X 10 = 20M)

6. Best practices in the area of quality are based on the contributions of researchers in the area of quality management, one such contributor is Deming. Describe the fourteen principles proposed by Deming.
(CO1) [Comprehension]
7. ISO is an international body that certifies the organization on aspects of quality standards of their products and services. Explain the types of ISO and benefits of being a certified organization.
(CO2) [Comprehension]

PART C

ANSWER THE FOLLOWING QUESTION

(1 X 20 = 20M)

8. Investment of companies on quality practices is important for the organization, timely investment leads to positive results and lack of initiatives towards quality may result in increased operational expenses to a company. Illustrate the concept of cost of quality from an organization perspective with example.

(CO2,CO1) [Application]