

2023

Time - 3 hours

Full Marks - 80

Answer ALL questions.

Figures in the right hand margin indicate marks.

1. What is PDCA cycle ? Discuss different stages of PDCA cycle. [16]

OR

Select a product or service and describe how the dimensions of quality influence its acceptance.

2. "Quality is basically the responsibility of one who produces." Discuss. In this background, explain the role of quality control department in any organization. [16]

OR

What is PERT Analysis ? How is it different from CPM ? Explain with suitable example.

3. What is ISO 9000 ? What are the elements of ISO 9000 series ? Why is ISO 9000 important ? Why a company should get registered as ISO 9000 ? [16]

[2]

OR

What is Bench Marking ? Why is it done ? What are the types of Bench Marking ? Discuss various issues involved in Bench marking.

4. What is productivity ? What are the different types of productivity ? Discuss different methods of raising productivity with suitable example. [16]

OR

What is 'Value Analysis' ? Discuss the objectives and methods of 'Value Analysis'.

5. What is 'work-study' ? Discuss the objectives and procedure involved in work-study with suitable examples. [16]

OR

What is work-measurement ? Discuss the objectives and also the techniques of work measurement.