MB-119

Sl. No.

IV Semester M.B.A. Degree Examination, May/June - 2026

MANAGEMENT

Quality Operations Management

(Non-CBCS Scheme)

Time : 3 Hours **Maximum Marks : 80**

SECTION - A

Answer any Five sub-questions. Each sub-question carries Three marks. (5×3=15)

1. a) What is Production Management?

b) What is Process Design?

c) State principles of Kanban.

d) What is Quality Circle?

e) Mention the Japanese Techniques in Total Quality Management.

f) What is JIT?

g) What do you mean by ISO 14000?

SECTION - B

Answer any Four questions. Each question carries Five marks. (4×5=20)

2. Explain the scope of Production Management.

3. Discuss the types of Production System.

4. Explain the types of Layout.

5. Explain about Inventory Management.

6. Explain the benefits of ISO 9000 Series.

7. Outline the advantages of Just in Time-JIT.

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SECTION - C

Answer any Three questions. Each question carries Ten marks. (3×10=30)

8. Briefly explain the advantages and disadvantages of Poka Yoke Japanese technique.

9. Briefly explain about the Quality Guru's and their contributions.

10. Distinguish in detail between Product and Process Design.

11. Discuss the strategic tool and techniques of Total Quality Management.

12. What is Flexible Manufacturing System? Explain advantages and disadvantages of FMS.

SECTION - D

Case (Compulsory) (1×15=15)

13. Determine two or more obstacles to implementing TQM choosing any three of the organizations listed below:

a) Large bank.

b) Health-care facility.

c) University academic department.

d) University nonacademic department.

e) Large department store.

f) Grade school.

g) Manufacturing facility.

h) Large grocery store.

Make suitable assumptions.
