Program:	S.Y.B.Com (MS)	**Semester:**	III	**Program Code:**	UGMS02
Course:	Production and Total Quality Management			**Course Code:**	NUMS309

Duration: 2 Hours **Examination Pattern:** NEP-Autonomous- External **Max. Marks:** 60

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.
4. CO (Course Outcome), KL(Knowledge Level).

Examination:

REGULAR

Q. 1		Attempt the following.					[15]	CO's	KL's
	(A)	**Fill in the blanks with an appropriate answer from the alternatives given.**					[08]		
		I	Quality Management primarily aims at _____.						
			a.	Meeting customer requirements consistently	b.	Increasing defects		CO1,	L1
			c.	Increasing rework	d.	Reducing customer satisfaction		CO2,	
		II	Kaizen means _____.						
			a.	Continuous improvement	b.	Continuous production		CO3,	
			c.	Cost reduction only	d.	Product elimination		CO4	
		III	Lean Thinking primarily focuses on _____.						
			a.	Eliminating waste and creating customer value	b.	Increasing unnecessary activities			
			c.	Increasing inventory	d.	Increasing production delays			
		IV	TQM stands for_____.						
			a.	Total Quality Management	b.	Technical Quantity Management			
			c.	Total Quantity Manufacturing	d.	Total Quality Manufacturing			
		V	SERVQUAL is primarily used to measure _____.						
			a.	Service quality	b.	Production quantity			
			c.	Employee productivity	d.	Inventory level			

		VI	What is the primary objective of Production Management?						
			a.	To increase employee turnover	b.	To produce goods and services efficiently and effectively			
			c.	To reduce product variety	d.	To eliminate marketing activities			
		VII	Philip Crosby is associated with the concept of_____.						
			a.	Zero Defects	b.	Six Sigma			
			c.	Product Layout	d.	SERVQUAL			
		VIII	In a process layout, similar machines are generally _____.						
			a.	Kept together	b.	Placed randomly			
			c.	Eliminated	d.	Placed outside the factory			
	(B)	**State whether the following statements are true or false.**					[07]		
		I	DMAIC stands for Define, Measure, Analyze, Improve and Control.					CO1,	
		II	Productivity is generally calculated as Output divided by Input.					CO2,	
		III	Production Management is concerned only with increasing production quantity.					CO3,	
		IV	Lean Thinking focuses on eliminating waste and creating customer value.					CO4,	L1
		V	Cranes and hoists are commonly used for lifting and moving heavy loads.					CO5	
		VI	Six Sigma aims to increase process variation and defects.						
		VII	In a product layout, machines are arranged according to the sequence of operations.						
Q. 2		**Attempt the following.**					[15]	CO's	KL's
	A	Differentiate between Intermittent Production Systems and Continuous Production Systems with suitable examples.					[08]	CO1	L4
	B	Explain the concept and objectives of Materials Management in an organization.					[07]	CO2	L2
		OR							
	P	Examine the process of Product Development and explain the classification of products .					[08]	CO1	L4
	Q	Discuss the importance of Materials Management in improving productivity and reducing costs.					[07]	CO2	L2

Q. 3		**Attempt the following.**	[15]	CO's	KL's
	A	Examine the dimensions of Product Quality and Service Quality using the SERVQUAL model.	[08]	CO3	L4
	B	Discuss the concept of Lean Thinking and its role in continuous quality improvement.	[07]	CO4	L2
		OR			
	P	Analyze the factors affecting quality and explain the importance of Quality Management in organizations.	[08]	CO3	L4
	Q	Explain the features and goals of Six Sigma.	[07]	CO4	L2
Q. 4		**Attempt the following.**	[15]	CO's	KL's
	A	Adani Enterprises operates in various sectors such as infrastructure, energy, logistics and natural resources. Since its operations are large-scale, maintaining quality, safety and efficiency is very important. The company uses technology and process monitoring to improve operational performance. Regular inspections and maintenance help reduce equipment failures and production delays. Employee training and safety procedures also help maintain consistent standards and improve overall operational efficiency.		CO3	
	1.	Discuss the importance of quality management in Adani's large-scale operations.	[05]		L2
	2.	Evaluate the effectiveness of technology in improving production efficiency and quality at Adani.	[05]		L5
	3.	State two TQM practices that Adani can use to improve quality.	[05]		L1

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