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(6th Semester)

BACHELOR OF COMPUTER APPLICATIONS

Paper : BCA-602 (ii) (OC)

(Quality Management and Control)

(Old Course)

Full Marks : 75

Time : 3 hours

(PART : A—OBJECTIVE)

(Marks : 25)

The figures in the margin indicate full marks for the questions

SECTION—A

(Marks : 15)

1. Tick (✓) the correct answer in the brackets provided : 1×10=10

(a) Total Quality Management (TQM) focuses on

(i) employee ()

(ii) customer ()

(iii) supplier ()

(iv) Both (i) and (ii) ()

(b) Which of the following involves analysis of customer needs, product and process interpretation for implementing quality control?

(i) Quality planning ()

(ii) Quality control ()

(iii) Quality improvement approach ()

(iv) Quality process ()

- (c) MRP uses which of the following elements to plan optimal inventory levels, purchases, production schedules and more?
- (i) Reduced inventory level ()
 - (ii) Less scrap and rework ()
 - (iii) Reduced freight cost ()
 - (iv) Master production schedule ()
- (d) In Kanban system, 'KAN' stands for
- (i) card ()
 - (ii) signal ()
 - (iii) pull ()
 - (iv) push ()
- (e) _____ is an essential element of the planning process.
- (i) Daily management ()
 - (ii) Hoshin planning ()
 - (iii) Quality policy ()
 - (iv) Mission statement ()
- (f) _____ is carried out to know the position of an organization.
- (i) Corporate analysis ()
 - (ii) SWOT analysis ()
 - (iii) Risk analysis ()
 - (iv) Pressure for change ()
- (g) Which of the following is for environment management?
- (i) ISO-9000 ()
 - (ii) ISO-14000 ()
 - (iii) ISO-26000 ()
 - (iv) ISO-31000 ()
- (h) Just-in-time was successfully implemented by
- (i) Toyota ()
 - (ii) Honda ()
 - (iii) Suzuki ()
 - (iv) Volkswagen ()

(i) _____ assigns the right person to the job, create and maintain positive workspace.

(i) QMS ()

(ii) Product realization ()

(iii) Management responsibility ()

(iv) Resource management ()

(j) Which of the following is responsible for quality objective?

(i) Low-level management ()

(ii) Middle-level management ()

(iii) Top-level management ()

(iv) All of the above ()

2. State whether the following statements are *True (T)* or *False (F)* by putting a Tick (✓) mark in the brackets provided : 1×5=5

(a) Training and development helps organization to reduce employee turnover and absenteeism. (T / F)

(b) The objective of ISO-9000 family of quality management is customer satisfaction. (T / F)

(c) Documentation and data on existing products are the examples of external output. (T / F)

(d) The primary requirement for organizational excellence is strategic focus. (T / F)

(e) Just-in-time aimed at over-production. (T / F)

SECTION—B

(Marks : 10)

Answer the following questions : 2×5=10

1. What is ISO?
2. What is total quality management?
3. What is Kanban system?
4. What is benchmarking?
5. What do you mean by customer satisfaction?

(PART : B—DESCRIPTIVE)

(Marks : 50)

The figures in the margin indicate full marks for the questions

1. (a) What is excellence? What are the factors of excellence? 5
(b) Describe the relevance of TQM. 5
- OR**
- (c) Define quality. What are the benefits of TQM? 5
(d) Explain the basic model of TQM. 5
2. (a) Define JIT. What are different elements of JIT? 5
(b) Describe the equipment layout for JIT system. 5
- OR**
- (c) Discuss the concept of waste elimination. 5
(d) Differentiate between MRP and JIT. 5
3. (a) What are the basic objectives of customer satisfaction surveying program during data collection? 5
(b) What are the significances of planning? 5
- OR**
- (c) Describe the factors which affect process management. 10
4. (a) Explain the importance of education and training of an employee for the organization. 5
(b) What are different types of benchmarking? 5
- OR**
- (c) Describe the approaches of defining a problem. 5
(d) Define problem. What is different solving processes? 5
5. (a) Discuss the concept of quality system standards. 10
- OR**
- (b) Describe the role of ISO standards. 5
(c) What is the difference among ISO-9001, ISO-9002 and ISO-9003? 5

★ ★ ★