

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -1 EXAMINATION- 2024

B.Tech-VI Semester (CSE/IT/ECE/CE),

COURSE CODE(CREDITS):18B1WHS631

MAX. MARKS: 15

COURSE NAME: QUALITY MANAGEMENT

COURSE INSTRUCTORS: Dr Tanu, Ms Triambica

MAX. TIME: 1 Hour

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*Note: (a) All questions are compulsory.*

*(b) Marks are indicated against each question in square brackets.*

*(c) The candidate is allowed to make Suitable numeric assumptions wherever required for solving problems*

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Q1. Garvin prescribed the nine dimensions of quality. Select a product or service and describe how the dimensions of quality influence its acceptance. (Marks 4) [CO1]

Q2. Juran is considered one of the pioneers of the modern quality management movement and is known for his development of the "Juran Trilogy". What are these three components, explain why organizations should use all the three components. (Marks 4) [CO2]

Q3. Discuss how either good or poor quality affects you personally as a consumer. For instance describe experience in which your expectations were met, exceeded, or not met when you purchased goods or services. Did your experience change your regard for the company and /or its product? How? (Marks 3) [CO1]

Q4. PDCA can be applied whenever you consider making a change in your organization. Explain how each step in the process contributes to the change in the organization. (Marks 4) [CO2]

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