

19/ Tamu

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT
TEST -1 EXAMINATION- Sept.2017
B.Tech VII Semester (All Branches)

COURSE CODE: 17B1WHS731

MAX. MARKS: 15

COURSE NAME: Quality Management

COURSE CREDITS: 03

MAX. TIME: 1Hrs

Note: All questions are compulsory. Carrying of mobile phone during examinations will be treated as case of unfair means. All questions carry equal marks

Q1. Why is customer satisfaction important? Which model can be best used to analyze customer satisfaction?

Q2. Write a short note on: Deming PDCA cycle.

Q3. How "Quality" is defined by the customer?

HS-2, BT