

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

Test -2 EXAMINATIONS, OCTOBER ~~2016~~ 2017

B.Tech VII Semester

COURSE CODE: 17B1WHS731

MAX.MARKS:25

COURSE NAME: QUALITY MANAGEMENT

COURSE CREDIT :03

MAX.TIME: 1Hr 30min

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Note: All questions are Compulsory. Carrying of mobile phones during examinations will be treated as a case of unfair means.

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- Q1. What is the concern of most of the customers, is it price of the product or service. Explain.(Marks 3)
- Q2. Highlight the importance of ISO 9000.(Marks 3)
- Q3. Zero defects is referred to as a philosophy or a movement. It is about changing your perspective and not about being prefect. Explain. (Marks 4)
- Q4. How the EFQM Excellence Model can be applied to an Organization. Explain with the help of an example. (Marks 5)
- Q5. How important are quality circles for an organization. What role do they play in employee empowerment.(Marks 5)
- Q6. Write a short note on PDCA cycle.(Marks 5)