

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST - 2 EXAMINATIONS - 2022

B.Tech -VI Semester (All Branches))

COURSE CODE: 18B1WHS631

MAX. MARKS: 25

COURSE NAME: Quality Management

COURSE CREDITS: 03

MAX. TIME: 1 Hour 30 Min

Note: All questions are compulsory. Marks are indicated against each question in square brackets.

Q1. Explain the significant contributions of Kaoru Ishikawa and Philip Crosby to the field of Quality Management. [5]

Q2. Explain the traits of a process oriented organization with reference to either T-mobile or Airbnb companies. [5]

Q3. Answer the question given at the end of the case study in context of the contents of the case given below.

Case Study

A college student has availed internet connection from Company X assuming that it is the best in the market. It was true for some time. Later he did not get enough speed while using internet. When he contacted its call centre, he was given a set of guidelines to troubleshoot the connection. After a few days, he could get decent speed on his net connection. It continued for some time and again the problem recurred.

Again when he contacted the company's call centre, the reply was to test the speed of the connection using Speed-Test software. When he tried to download that software in his machine he was not successful because of slow speed. When this matter was reported to the company, they said that unless the speed is known, it is not possible to fine tune the connection. The student ended up with a deadlock situation: Checking the speed of internet and reporting to the company: Unable to check the speed of the connection due to less speed of the internet connection.

Evaluate the organisation's processes in this context and suggest necessary changes in the processes to improve the customer experience. [5]

Q4. Differentiate between Quality Control and Quality Assurance. [5]

Q5. Write short notes on

a) Dimensions of quality b) Evolution of Quality Management [5]