

VI/BCA/602(ii)

2014

(6th Semester)

BACHELOR OF COMPUTER APPLICATIONS

Course No. : 602 (ii)

(Quality Management and Control)

Full Marks : 75

Time : 3 hours

(PART : B—DESCRIPTIVE)

(Marks : 50)

*The figures in the margin indicate full marks
for the questions*

1. (a) Define quality and quality management.
What dimensions influence the
customer's view of quality? 4
- (b) Describe the factors of excellence. How is
excellence related to TQM? 6
- Or*
- (c) Describe the salient features of TQM. 6
- (d) Explain Juran's TQM model. 4

2. (a) What is JIT? Mention the objectives and features of JIT. 6
- (b) What is Kanban system? Why is a Kanban system preferred over more traditional systems? 4

Or

- (c) Elucidate the important factors contributing towards JIT implementation. 6
- (d) Explain the significance of workers' involvement through JIT. 4
3. (a) Define satisfaction. Suggest tips to satisfy customer. 6
- (b) Write the objectives of a customer satisfaction surveying program. 4

Or

- (c) Explain the concept of planning process. Write the stages of process cycle. 4
- (d) Describe the factors which affect process management. 6

4. (a) What is the difference between a team and a group? Describe the characteristics of a successful team. 6

(b) Explain the structure of quality circle. 4

Or

(c) Describe the basic quality control tools. 6

(b) What do you mean by benchmarking? What can be benchmarked? 4

5. (a) Write the overview of quality and ISO system, and its benefits to society. 6

(b) Why is ISO 9000 special? 4

Or

(c) Write the comparison between ISO 9000 and ISO 14000. 5

(d) What is the difference among ISO 9001, ISO 9002 and ISO 9003? 5

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(PART : A—OBJECTIVE)

(Marks : 25)

The figures in the margin indicate full marks for the questions

1. Put a Tick [✓] mark in the brackets provided against the correct answer : 1×10=10

(a) Fast delivery is the example of — areas of society.

(i) consumer products []

(ii) postal services []

(iii) airlines []

(iv) automotive []

(b) According to ISO 8402 : 1994, — is 'operational techniques and activities that are used to fulfill requirements for quality'.

(i) quality []

(ii) quality management []

(iii) quality assurance []

(iv) quality control []

(c) Benchmarking, award, continuous quality improvement are the characteristics of — phase.

(i) market-driven quality []

(ii) strategic quality []

(iii) customer-driven quality []

(iv) conformance quality []

(d) 'Quality is free' is opined by

(i) Deming []

(ii) Crosby []

(iii) Juran []

(iv) Pareto []

(e) A sorting, what you have, identifying the needs and throwing out those unnecessary, is

(i) seiri []

(ii) seiton []

(iii) seiso []

(iv) seiketsu []

(f) Which of the following include(s) in 4 M's?

(i) Method []

(ii) Material []

(iii) Both (i) and (ii) []

(iv) None of the above []

(g) — approach is a method for selling process.

(i) LEAR []

(ii) WHAT []

(iii) HELLO []

(iv) AIDA []

(h) Who among the following optimizes the trade-off between time and personal attention?

- (i) Organization []
- (ii) Customer care []
- (iii) Communication []
- (iv) Front-line people []

(i) The person who works inside the process with responsibility for specific delivery to agreed standards is

- (i) process worker []
- (ii) process sponsor []
- (iii) process owner []
- (iv) process manager []

(j) Salvage and sorting identify which of the following sources of non-conformance?

- (i) Quality control []
- (ii) Inspection []
- (iii) Quality assurance []
- (iv) TQM []

(5)

2. State whether *True* or *False* :

1×5=5

(a) LEAR will turn conflicts into win-win situations for both the store and the customer.

()

(b) According to Maslow, social relates to our need to belong.

()

(c) Changing the scope of the job to include a great portion of the horizontal process is job enrichment.

()

(d) Group focuses on common objective.

()

(e) Quality circle is a philosophy but not a technique.

()

(6)

3. Answer the following questions :

2×5=10

(a) Explain the two types of customer.

(7)

(b) Write the characteristics of QFD.

(8)

(c) Define suggestion schemes.

(d) What is ISO 9001 : 2000 'compliance'?

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(9)

(e) Define empowerment.

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