

School of Business**Bachelor of Business Administration Logistics and Supply Chain Management
Semester End Examination - Aug 2024**

Duration : 180 Minutes
Max Marks : 100

Sem V - D1UC501T - Quality ManagementGeneral Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) Underline 'Total employee commitment' in TQM? K1(2)
- 2) Explain reliability, responsiveness and assurance dimensions of service quality. K2(4)
- 3) Crosby proposal for Zero defect production. Discuss its implication in quality management with example. K2(6)
- 4) Illustrate the role of FMEA in product quality improvement. K3(9)
- 5) Illustrate the use of SERVQUAL model in improving service quality. K3(9)
- 6) Appraise Total productive maintenance (TPM) for equipment and machine reliability. K5(10)
- 7) A quality control team is monitoring the number of defects in the products produced during a week. The following table shows the number of occurrences for each type of defect during the week:
Defect Type Number of Occurrences
Dimensional 12
Material 5
Surface 8
Assembly 3
Packaging 7
Miscellaneous 2
Using this data, develop histogram. K4(12)
- 8) ShyamSunder Hotel at Kashmere Gate Delhi receives 100 milk packets from Mother Dairy booth. It has been observed that some packets are leaking or not in good condition. Supply manager decided to develop a control chart to monitor the quality of milk supply. He decided to sample daily 10 milk packets randomly every day and carried the practice for 10 days. The data is provided in table below. Develop a p-chart for the Milk packet delivery service using 3σ (standard deviation) control limits and plot a graph to indicate if the milk delivery process is out of control. (Note: $Z = 3$ corresponding to 3σ) K5(15)

Sample	Number of Milk packets found defective
1	4
2	5
3	3
4	2
5	4
6	6
7	1
8	2
9	3
10	4

- 9) Sanjay Bakery based at Hyderabad is bread manufacturing and delivers multiple orders by trucks from its distribution centre. One measure of its supply chain performance is late deliveries. The bakery targets is to make all deliveries within one day. So a delivery is late if it exceeds one day. A sample of 50 delivery each day was taken for 10 days and total number of late deliveries for 10 days of August is as follows. Construct p-chart using 2σ (standard deviation) control limits and plot a graph to indicate if the milk delivery process is out of control. (Note: $Z = 2$ corresponding to 2σ).

K5(15)

Day Number of late deliveries

1	7
2	16
3	14
4	8
5	12
6	7
7	11
8	9
9	10
10	13

- 10) Assess the role of Bureau of Indian Standards (BIS), Food Safety and Standards Authority of India (FSSAI) and Directorate of Marketing & Inspection, Ministry of Agriculture & Farmers Welfare (AGMARK) in improving the quality products and processes in Indian industry.

K6(18)