

C 23660

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Name.....

Reg. No.....

FOURTH SEMESTER M.B.A. DEGREE EXAMINATION, JUNE 2017

(CUCSS)

MBA 4.1—COST AND QUALITY MANAGEMENT

(2010 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Part A

Answer all questions.

Each question carries 2 weightage.

1. Why some quality improvement efforts fail ?
2. What are the objectives of quality control ?
3. Explain the concepts of control charts.
4. Describe the fundamentals of TQM.
5. Illustrate the basics of ISO certification.
6. Enumerate the pre-requisites of a good costing system ?

(6 × 1 = 6 weightage)

Part B

Answer any six questions.

Each question carries 3 weightage.

7. Explain the relevance of a budgetary control mechanism.
8. With proper procedure explain the preparation of cost sheet.
9. Describe the instillation of a costing system.
10. Why QC is relevant in an organization ?
11. Explain the relevance of quality aspects involved in product research for the development of new consumer product.

Turn over

12. With suitable example explain any three types of costs in the purchasing department of a hospital.
13. Explain the benefits an organization can achieve by implementing TQM.
14. To what extent the application of control chart is relevant with respect to quality ?

(6 × 3 = 18 weightage)

Part C

Answer any two questions.

Each question carries 6 weightage

15. A class is full of 60 students. The boys and girls are in 2 : 3 ratios. Prepare a Pie diagram and illustrate your answer to reach inference based on quality awareness.
16. With suitable illustration explain the procedure in achieving ISO certification for a hospital.
17. Explain the Kaizen model of quality aspect for a hotel industry.

(2 × 6 = 12 weightage)