

Bharati Vidyapeeth
(Deemed to be University), Pune
School of Distance Education

Assignment No.		Name of the Assignment Setter:		YASHWANT KUMAR	
Course code	PO01	Class:	MBA	Semester:	III

Subject:	Quality Management
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Q.1) Attempt ANY ONE of the Following (1000 Words) (10)

- a) Describe quality management through the use of control charts.
- b) Explain the concept of six sigma with example.

Q.2) Attempt ANY TWO of the Following (800 Words) (12)

- a) What is the difference between SPC & SQC?
- b) Explain the definition of quality as per ISO 9000:2000.
- c) Explain the Kano's model of customer satisfaction.
- d) Explain the steps in obtaining ISO 9000 registration.

Q.3) Write Short Notes on (ANY TWO) (08)

- a) Kiezen – concept
- b) TS 16949
- c) Quality Auditing
- d) Juran's principle of quality

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