

FACULTY OF BUSINESS MANAGEMENT
MBA I – SEMESTER REGULAR EXAMINATIONS, JAN-2016
INTRODUCTION TO MANAGEMENT

PAPER – I

Time: 3 Hours]

[Max. Marks: 70

5022-15-642-663

Note: Answer all questions from Section – A and Section – B

Section – A

(5x3=15)

Answer the following questions in not more than **ONE** page each:

1. Business Ethics
2. Functions of a manager
3. Span of Control
4. Positive motivation
5. Autocratic leadership

pass

Section -- B

(5x8=40)

Answer the following questions in not more than **FOUR** pages each:

6. a) Define Management? Explain about the functions of Management.

(OR)

- b) What are the tasks and responsibilities of manager? State few characteristics of a manager?

7. a) Explain the need and importance of planning? What are the prerequisites for effective planning?

(OR)

- b) How decision making makes an organization effective? Explain different techniques of decision making?

8. a) Briefly Explain about different organizational structures?

(OR)

- b) What do you mean by organizing? Explain the process and factors to be considered for effective organizing?

9. a) "Motivation effects performance" – Discuss.

(OR)

- b) Explain steps involved in the controlling process? Explain various control techniques.

10. a) Define Leadership? How leadership helps for developing organization?

(OR)

- b) Explain the need and importance of staffing?

Section – C (Compulsory)

(1x15=15)

Mr. Anand is a Human resource manager of Coca-cola India. Pvt. Ltd. The company has about 500 employees working in different departments. Mr. Anand is facing some problems with the employees like absentism, low morale and less commitment towards their jobs and he concluded employees are not enough motivated. In this connection what do you suggest to Mr. Anand in order to motivate their employees so as to perform better in their jobs.

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Code No. 8/25/MBA/1.7/IIT

FACULTY OF BUSINESS MANAGEMENT
MBA - I SEMESTER EXAMINATIONS, FEB 2012
SUBJECT: INFORMATION TECHNOLOGY FOR MANAGERS
PAPER: 07

[Time : 3 Hours]

[Max. Marks : 50]

Note : Answer all questions from Section-A and Section-B

Section – A

[5x2=10]

Answer the following questions in not more than **ONE** page each :

1. Write about characteristics of Computer.
2. WAN
3. Write about Bullets and Numbering.
4. What is Work sheet?
5. Explain Ledger creation in computerized accounting.

Section – B

[5x8=40]

Answer the following questions in not more than **FOUR** pages each :

6. a) Write about classification of computers.
(OR)
b) Explain the elements of computers. What is meant by Primary Memory and Secondary Memory.
7. a) What is Communication-Media? Explain Modems and Channels.
(OR)
b) Explain Network Topologies in detail.
8. a) Write about opening and Editing a document in Ms-Word.
(OR)
b) Explain the method of Mail-merge. How is it useful in Business operations?
9. a) What is Data sorting? Explain in detail.
(OR)
b) What is a Slide show? Explain the types of Slides and Slide views briefly.
10. a) Discuss the significance of computerized accounting in detail.
(OR)
b) Explain the uses of Tally in a company with a suitable example.

FACULTY OF COMMERCE AND BUSINESS MANAGEMENT
M.B.A. I SEMESTER EXAMINATIONS, MARCH 2013
SUBJECT: INFORMATION TECHNOLOGY FOR MANAGERS
PAPER: 07

Time : 3 Hours]

[Max. Marks: 50]

Note: Answer all the questions from Section-A and Section-B.

Section - A

[5x2=10]

Answer the following questions in not more than **ONE** page each:

1. Definition of Computer
2. Common Operating System
3. Graphic Templates
4. Data Sorting and Filtering
5. Advantages of Computerising Accounting.

Section - B

[5x8=40]

Answer the following questions in not more than **FOUR** pages each:

6. a) What are the characteristics of computers?
(OR)
b) What are input and output devices? Explain with suitable examples.
7. a) Explain the features of Windows 98.
(OR)
b) Differentiate between Wi-Fi, Bluetooth and Wi-Max.
8. a) Write the features and uses of MS-Word.
(OR)
b) How do you create headers and footers in MS-WORD?
9. a) Write the parts of MS-Excel Window.
(OR)
b) What is Power Point presentation? Explain about inserting, editing and deleting slides.
10. a) Differentiate between computerized accounting and manual accounting.
(OR)
b) How do you prepare of financial statements using tally? Explain with suitable example.

Code No. 8/25/MBA/1.7/ITM

FACULTY OF COMMERCE AND BUSINESS MANAGEMENT
M.B.A. I – SEMESTER REGULAR EXAMINATIONS, FEB 2014
INFORMATION TECHNOLOGY FOR MANAGERS

PAPER – VII

Time: 3 Hours]

[Max. Marks: 50

Note: Answer all questions from Section – A and Section – B

Section – A

(5x2=10)

Answer the following questions in not more than **ONE** page each:

1. Classification of Computers
2. Wi-Max
3. Header and Footer
4. Macros and its advantages
5. Ledger

Section – B

(5x8=40)

Answer the following questions in not more than **FOUR** pages each:

6. a) What is Operating System? What is the need of Operating System?
(OR)
b) Define Software and write about various categories of Software.
7. a) What is meant by Network Topology? Describe Star and Ring topologies with their relative advantages and disadvantages.
(OR)
b) What do you understand by the terms World Wide Web and Internet? Explain the differences and similarities between Intranet and Internet.
8. a) Explain any five built-in functions of MS-Word giving example for each.
(OR)
b) What are the uses of mail merge? Explain with an example.
9. a) Explain the three different types of charts used in MS-Excel with suitable example.
(OR)
b) Discuss about various animations that one can adopt in MS-Power Point.
10. a) Compare computerized accounting and manual accounting and explain advantages and disadvantages of each.
(OR)
b) Explain the role of Tally in an organization. Explain the preparation of financial statements using Tally.

FACULTY OF BUSINESS MANAGEMENT
MBA I – SEMESTER BACKLOG/IMPROVEMENT EXAMINATIONS, JULY 2015
INFORMATION TECHNOLOGY FOR MANAGERS
PAPER – VII

Time: 3 Hours]

[Max. Marks: 50

Note: Answer all questions from Section – A and Section – B.

Section – A

(5x2=10)

Answer the following questions in not more than **ONE** page each:

1. Explain different types of Memory devices used in computers.
2. Explain Internet, Intranet and Extranet.
3. Explain Mail Merge
4. Explain about custom animation and transition.
5. Explain the advantages of computerized accounting.

Section – B

(5x8=40)

Answer the following questions in not more than **FOUR** pages each:

6. a) Discuss the elements of Computers.
(OR)
b) Explain the limitations of Computers.
7. a) Define Network Topology. Describe the various types of Network topologies.
(OR)
b) Explain various Wi-Fi technologies, their advantages and disadvantages.
8. a) Explain Editing, Text and paragraph formatting, Header and footer features in MS-Word.
(OR)
b) Explain how tables are created and handled in WORD.
9. a) Explain how Macros are created, edited and deleted in MS-Excel.
(OR)
b) Explain the features of MS-POWER POINT useful for Business.
10. a) Explain about computerized accounting systems.
(OR)
b) Explain company creates, ledger creation, maintaining inventory and voucher posting in Tally.

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FACULTY OF BUSINESS MANAGEMENT
MBA I – SEMESTER REGULAR EXAMINATIONS, FEB' 2015
INFORMATION TECHNOLOGY FOR MANAGERS
PAPER – VII

Time: 3 Hours]

[Max. Marks: 50

Note: Answer all questions from Section – A and Section – B

Section – A

(5x2=10)

Answer the following questions in not more than **ONE** page each:

1. Explain about generation of computers.
2. Explain the functions of Operating System
3. Explain Find and Replace options/MS-WORD
4. Explain about Data Sorting and Filtering.
5. Explain the disadvantages of Computerized Accounting.

Section – B

(5x8=40)

Answer the following questions in not more than **FOUR** pages each:

6. a) Explain the various types of Input and Output devices.
(OR)
b) Explain various types of Computers.
7. a) Explain Software Classification with suitable examples.
(OR)
b)i) Explain the architecture of WWW.
ii) Define HTTP, Search Engine.
8. a) Explain the features of MS-Word useful for Business Applications.
(OR)
b) Explain the formatting features MS-Word.
9. a)i) Explain Relative, absolute and mixed addressing in formulae in MS-Excel.
ii) Explain any ten functions in MS-Excel.
(OR)
b) Explain the creation of presentations with various features like slide formatting, insertion of objects and charts.
10. a) Explain the features of Tally accounting package.
(OR)
b) Explain how financial statements prepared using Tally.

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FACULTY OF BUSINESS MANAGEMENT
MBA - I SEMESTER EXAMINATIONS, FEB 2012
SUBJECT: BUSINESS LAW AND CORPORATE GOVERNANCE
PAPER: 06

[Time: 3 Hours]

[Max. Marks: 70]

Note: Answer all questions from Section-A, Section-B and Section-C

Section – A

[5x3=15]

Answer the following questions in not more than **ONE** page each :

1. Quantum meruit.
2. Statutory meeting of a company.
3. Objectives of Consumer Protection Act, 1986.
4. Cadbury Committee Report on Corporate Governance.
5. Electronic Records.

Section – B

[5x8=40]

Answer the following questions in not more than **FOUR** pages each :

6. a) What is Breach of a Contract? Explain the remedies available to an aggrieved party on the breach of a contract.
(OR)
b) What are different types of Negotiable Instruments? State the characteristics of Bill of Exchange.
7. a) What is Memorandum of Association of a Company? Explain various clauses of Memorandum of Association.
(OR)
b) What are various meetings of share holders of a company? Explain the provisions of the companies act dealing with Annual General Meeting.
8. a) Explain the role of 'State Commission' in the redressal of consumer disputes under the Consumer Protection Act, 1986.
(OR)
b) Briefly explain the powers and functions of central and state pollution control boards.

9. a) What is Corporate Governance Mechanism? Briefly explain German and Japanese models of Corporate Governance.

(OR)

- b) Explain the role of Board of Directors and Auditors of a company in effectively implementing the corporate governance in Indian Corporate Sector.

10. a) Describe the provisions of Information Technology Act as regards secure electronic records and secure digital signatures.

(OR)

- b) Explain the provisions of Information Technology Act dealing with 'Penalties and Adjudication' under section 43 to 47 of the Act.

Section – C

[Marks: 15]

(Compulsory)

CASE STUDY

7½ Marks

- (i) A Cow was sold with a warranty that it was free from disease. The cow was suffering from foot and mouth disease at the time of sale. As a result of it, not only the cow purchased died but infected the other cows of the purchaser also. What damages can be recovered in this case by the purchaser from seller?

7½ Marks

- (ii) 'M' a retailer of milk, supplied 'C' with milk which was consumed by 'C' and his family. The milk contained typhoid germs and C's daughter was infected and he paid Rs. 5000 for her treatment. Discuss the legal position of 'M' and 'C'.

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FACULTY OF BUSINESS MANAGEMENT
M.B.A. - I SEMESTER BACKLOG/IMPROVEMENT EXAMINATIONS, JUNE 2012
SUBJECT: BUSINESS LAW AND CORPORATE GOVERNANCE
PAPER: 06

[Time: 3 Hours]

[Max. Marks: 70]

Note: Answer all questions from Section-A, Section-B and Section-C

Section – A

[5x3=15]

Answer the following questions in not more than ONE page each :

1. Breach of contract
2. Articles of Association of a company
3. State pollution Control Board
4. Role of SEBI in Corporate Governanace
5. Digital Signature.

Section – B

[5x8=40]

Answer the following questions in not more than FOUR pages each :

6. a) Define a contract and explain essential elements of a valid contract.
(OR)
b) What is Bailment? Explain the duties and rights of Bailor.
7. a) Explain the steps involved in the formation of a company.
(OR)
b) Explain the provisions of companies Act, 1956 regarding the mode of appointment of directors of a company.
8. a) Explain the role of 'District Forum' in the redressal of consumers disputes under the Consumers Protection Act.
(OR)
b) Briefly explain the salient features of Air (Prevention and Control of Pollution) Act, 1981.
9. a) Explain stake holders theory and Agency Theory of Corporate Governance.
(OR)
b) What is corporate Governance? Briefly explain how it is implemented in Indian Corporate Sector.

(P.T.O.)

- a) What are the objectives of Information Technology Act? State the significance of this Act.
(OR)
b) Who can grant a license to issue Digital Signature Certificates? Give the requirements a person must complete for getting the license.

Section – C

[Marks: 15]

(Compulsory)

CASE STUDY

'A', a singer enters into a contract with 'B', The manager of a theatre to sing in his theatre two nights in every week during the next two months and 'B' agrees to pay her (i.e. A, the singer) at the rate of Rs.1000 for each performance of singing. On the sixth night 'A' will fully absents herself for giving her singing performance. With the assent(consent) of B, A sings on the seventh night. But on the following day B puts an end to the contract. Can 'A' claim damages for breach of contract? Advise 'A'.

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FACULTY OF COMMERCE AND BUSINESS MANAGEMENT
M.B.A. I SEMESTER EXAMINATIONS, MARCH 2013
SUBJECT: BUSINESS LAW AND CORPORATE GOVERNANCE
PAPER: 06

Time: 3 Hours]

[Max. Marks: 70]

Note: Answer all the questions from Section-A and Section-B.

Section – A

[5x3=15]

Answer the following questions in not more than ONE page each:.

1. Definition of Agreement
2. Memorandum of Association
3. Consumerism
4. Business Ethics
5. Digital Signature Certificate

Section – B

[5x8=40]

Answer the following questions in not more than FOUR pages each:

6. a) Explain the essentials of a contract.

(OR)

- b) Explain the characteristics of a negotiable instrument.

7. a) Explain the procedure for formation of a company.

(OR)

- b) Describe the characteristics of a Company.

8. a) Describe the salient features of Consumer Protection Act.

(OR)

- b) Briefly describe the rights of a consumer.

9. a) Briefly describe the theories pertaining to Corporate Governance.

(OR)

- b) Explain the role of various committees for strengthening Corporate Governance in India.

10. a) Explain the need for and importance of Information Technology Act

(OR)

- b) What do you understand by Electronic Governance? How does it ensure transparency in administration?

Section – C (Compulsory)

[1x15=15]

Majestic Electricals Limited engaged in manufacturing and selling electrical goods of high quality. It believed in introduction of new and sophisticated products in the market. Mr. K. S. Lal, previously the corporate development manager, was promoted to the rank of general manager in the company. In his new position, he needed a bright manager to serve as his deputy to assist in carrying his day-to-day activities and coordinating marketing, manufacturing, research and development and finance functions. There were three candidates available who could be considered to the position of Mr. Lal's deputy. All of them had very good academic background and successful careers of varying lengths with the company.

The first candidate Mr. Rohit was with the company for last three years. He had engineering and M.B.A. degree from reputed universities. He believed in high achievement. He used to perform assigned tasks very quickly and accurately. He performed well when he had to complete control over the situation. Many critical tasks he preferred to do himself and accomplished in much shorter time.

The second for the position was Mr. Rahul. He had a degree in quantitative analysis with engineering back ground he joined the company about a year back. His performance in the previous job was rated to be of good standard and he got quick promotion. He developed good understanding of the companies working though he was somewhat reserved in staff meetings.

The third candidate was Mr. Prakash. He did not have any engineering or management degree but attained goods marks in his arts degree. He was quite good in his work and had good knowledge of the company's operations. He enjoyed working with most key managers and did not have confrontation or disagreement with any manager of the company. However, he was not aggressive and difficult time in examining critically new ideas and proposals.

After formal interview Mr. Rahul was selected for the post and later it was heard that he bribed the corporate development manager about 10 lakh rupees in cash. But, none dared to question the decision of the Manager. As a result the remaining two competent candidates were not to have the opportunity.

1. (a) If you were the Corporate Development Manager?

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Code No. 8/25/MBA/1.6/BL

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FACULTY OF COMMERCE AND BUSINESS MANAGEMENT
M.B.A. I – SEMESTER REGULAR EXAMINATIONS, FEB 2014
BUSINESS LAW AND CORPORATE GOVERNANCE

PAPER – VI

Time: 3 Hours]

[Max. Marks: 70

Note: Answer all questions from Section – A and Section – B

Section – A

(5x3=15)

Answer the following questions in not more than **ONE** page each:

1. What is free consent?
2. What is Prospectus?
3. List out the rights of consumers.
4. Explain OECD
5. What do you mean by Adjudication?

Section – B

(5x8=40)

Answer the following questions in not more than **FOUR** pages each:

6. a) What are the remedies available for breach of contract.

(OR)

- b) Define negotiable instrument Act. Explain the various instrument types.

7. a) What is Articles of Association? Explain the various contents of Articles of Association.

(OR)

- b) Explain the Qualifications and powers of Board of Directors in joint stock company.

8. a) Explain the three-tier mechanism in consumer protection Act. 1986.

(OR)

- b) Define the following:

- i) Industrial plant
- ii) Central Board
- iii) Air pollutant
- iv) Occupier

9. a) Classify the various theories of Corporate Governance. Discuss in detail any one of the theories.

(OR)

- b) What is role of SEBI in the growth of Corporate Governance?

10. a) What is the significance of I.T. Act. in Business?

(OR)

- b) What is E-Governance? How does it help in maintaining transparency in business?

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Section – C (Compulsory)

(1x15=15)

Analysis felt that Infosys became one of the most respected companies in India, through its corporate governance practices, which were better than those of many other companies in India. Narayana Murthy's move to adhere to the best global practices was driven by his vision to become a global player. Infosys adopted the stringent US Generally Accepted Accounting Practices (GAAP) many years before other companies in India did. Infosys' corporate governance practices conformed to the recommendations of the Confederation of Indian Industries (CII) committee and the Cadbury committee on corporate governance with a few exceptions. To maintain transparency, Infosys provided details on high and low monthly averages of share prices in all the stock exchanges on which the company's shares were listed. It was one of the few companies in India to provide segment wise breakup of revenues.

Narayana Murthy believed in commitment to values, and ethical conduct of business. He said, "Investors, customers, employees and vendors have all become more discerning, and are demanding greater transparency and fairness in all dealings". He also made a clear distinction between personal and corporate funds. Founding members took only salaries and dividends and did not have other benefits from the company.

Infosys received was the recipient of awards for its good governance practices. In 2001, Infosys was rated India's most respected company by Business World. Infosys was also ranked second in corporate governance among 495 emerging companies, in a survey conducted by Credit Lyonnais Securities Asia (CLSA) Emerging Markets. In 2000, Infosys was awarded the "National Award for Excellence in Corporate Governance" by the Government of India.

Questions:

- i) Discuss the importance of Corporate Governance in doing business.
- ii) What is the significance of Investors, Customers, Employees and Vendors?

FACULTY OF BUSINESS MANAGEMENT
MBA I – SEMESTER BACKLOG/IMPROVEMENT EXAMINATIONS, JULY 2015
BUSINESS LAW AND CORPORATE GOVERNANCE
PAPER – VI

Time: 3 Hours]

[Max. Marks: 70

Note: Answer all questions from Section – A and Section – B

Section – A

(5x3=15)

Answer the following questions in not more than **ONE** page each:

1. Contract.
2. Negotiable Instrument Act.
3. Articles of Association.
4. C.P.A.
5. Electronic Governance.

5022-14-40
62-021Section – B

(5x8=40)

Answer the following questions in not more than **FOUR** pages each:

6. a) Define Contract. What are the essential elements of a valid contract?
(OR)
b) Explain the characters of Negotiable Instruct Act with suitable example.
7. a) What do you mean by Joint Stock company? Explain the classification of companies.
(OR)
b) “Memorandum of association in essential document information of company” –
Do you agree? Explain its various clauses.
8. a) Explain the Nature and Purpose of Corporate Governance.
(OR)
b) What do you understand by the tens “Board” in company law? Explain the role of
board in implementing corporate governance.
9. a) What is C.P.A? Explain the rights granted to consumers under CPA – 1986.
(OR)
b) Explain the provisions relating to Air and Water pollution.
10. a) “Information technology is part and pared for Growth of Business” – Discuss.
(OR)
b) What do you mean by Electronic Governance – Explain its implications.

Section – C (Compulsory)

(1x15=15)

Amit Mathur paid a farmer Rs. 10,000 to get permission to drill for oil in a farm in Trombay and promised to remove the black ooze that would damage the crops. Mathur was lucky as he found large oil reserves in that area. Big oil companies immediately acquired the surrounding land and Tombay became one of the major petroleum-producing regions of India. In a span of 80 years, it was estimated that 12 billion barrels of oil and 113 billion cubic feet of natural gas were mined in Trombay.

P.T.O

This helped companies gain high profits. It also helped in the industrial development of the state. But, it has raised the pollution levels in Trombay extensively. The oil refineries at Trombay dumped tons of waste containing potentially toxic and heavy metals like carbons and organic chemicals into water for many years. The water in the surrounding areas of Trombay was contaminated by the toxic wastes. The towns near Trombay were also affected as the industrial wastes were dumped off in old wells in the adjoining areas. The off-shore drilling sites dumped the wastes into the canal water. People of Trombay had to face serious water pollution problems. Out of the 54 water wells, it was found that 50 contained heavy metal deposits.

Much of pollution associated with oil and gas production was because of the 'salt' and the drilled out 'mud'. In Trombay, the petroleum reserves were found in salt domes and to pull the oil or gas from there, one had to drill the salt out of these domes. When a well is drilled, thousands of liters of brine (salt water) come to the surface. This is then pumped into disposal wells that have been drilled into porous rocks. Drilling 'mud', another major source of pollution was used to lubricate the drilling bit, flush the drill cuttings to the surface and line the sides of the well. The mud is a mixture of viscous clay, weighing agents and chemicals used in different proportions. Weighing agents and heavy metals, such as barium, chromium, arsenic, lead, titanium and zinc were added to solidify the rock and prevent it from collapsing. The chemicals used were carbolic acid, caustic soda, ammoma bisulfate, zinc chromate, formaldehyde, asbestos, asphalt and phenols.

One third of the drilling mud was forced into the rock formations, while rest of the mud was recycled. The underground water supplies were polluted by the salt, heavy metals and chemicals disposed of by the petroleum industry.

In Trombay, environmentalists found unacceptable levels of salt, heavy metals and chemicals in drinking water. It was two to three times more than what was found in the drinking water of rural farms and small towns throughout the southern part of Mumbai. As a result, many people living in Trombay suffered serious health problems. Many died of cardio pulmonary arrest and with liver cancer. In a nationwide survey conducted on death caused by cancer, the center for oil and gas production in the state ranked in the top 5%.

Questions for Discussion:

- 1) Oil drilled from wells in Trombay provides oil, which is very essential for the country. Moreover, oil drilling has contributed to the economic well-being of Trombay. In this context do you think that business can compromise on the environmental front to achieve economic growth?
- 2) What do you think is the responsibility of the government in controlling such acts by the businesses?

FACULTY OF BUSINESS MANAGEMENT
MBA I – SEMESTER REGULAR EXAMINATIONS, FEB' 2015
BUSINESS LAW AND CORPORATE GOVERNANCE
PAPER – VI

Time: 3 Hours]

[Max. Marks: 70

Note: Answer all questions from Section – A and Section – B

Section – A

(5x3=15)

Answer the following questions in not more than **ONE** page each:

1. Bailment
2. Characteristics of company
3. Consumer Councils
4. Cadbury Committee.
5. Digital Signature Certificate.

Section – B

(5x8=40)

Answer the following questions in not more than **FOUR** pages each:

6. a) What is a Contract? What are the essential elements of a valid contract?
(OR)
b) Write about sale of Goods Act and its essentials in detail.
7. a) Explain the formation of a company in detail.
(OR)
b) Discuss about the law relating to meetings and proceedings.
8. a) What is consumer protection law? Explain the significance of consumer protection law.
(OR)
b) What do you know about pollution control law? Explain the role of Central Pollution Control Boards.
9. a) What do you mean by Separation of ownership and control? Explain the process of Corporate Governance
(OR)
b) State the functions of various role players in Corporate Governance.
10. a) Why do you consider Information Technology as an essential tool for Business Development? Explain.
(OR)
b) State the features of the Information Technology Act and also state its significance.

Section – C (Compulsory)

(1x15=15)

Case Study:

A owns a shop in Nizamabad, living himself in Hyderabad and visiting the shop occasionally. The shop is managed by B and he is in the habit of ordering goods from C in the name of A, for the purpose of the shop and of paying for them out of A's funds with A's Knowledge. B has an implied authority from A to order from C in the name of A for the purposes of the shop.

1. What kind of Agency is it? Explain duties of the Agent.
2. State the methods of creation of Agency?

FACULTY OF BUSINESS MANAGEMENT
MBA I – SEMESTER REGULAR EXAMINATIONS, DEC- 2017
TOTAL QUALITY MANAGEMENT (TQM)
PAPER – VI (A)

Time: 3 Hours]

[Max. Marks: 70

Section – AAnswer the following questions in not more than **ONE** page each:

(5x4=20)

1. Explain the Characteristics of Quality Leaders.
2. Write in brief about Quality Cost.
3. What are the objectives of ISO 14000 series?
4. Discuss the need for Quality management system.
5. What is Tree Diagram.

Section – BAnswer the following questions in not more than **FOUR** pages each:

(5x8=40)

6. a) What is TQM? Explain the benefits of TQM.

(OR)

- b) Discuss about Evolution and History of TQM.

7. a) Explain the principles and practices of continuous process improvement.

(OR)

- b) Explain the strategy for implementing continuous improvement in an organization.

8. a) Explain the model of a process-based quality management system.

(OR)

- b) With a neat diagram, explain about Baldrige Award Criteria framework.

9. a) Write in detail about the steps involved in FMEA procedure.

(OR)

- b) Discuss about Quality Management Function Deployment and Building a House QFD Process briefly.

10. a) Explain in detail about Forced Field Analysis.

(OR)

- b) Discuss the Statistical Process Control and its methodology.

Section – C (Compulsory)

(1x10=10)

Philips India Ltd., previously called Pieco Electronics Ltd., A MNC has Dutch parents and its major plant in Calcutta. The company is having sound corporate image in India for years. The company had its ancient production system in its main plant at Calcutta. Labour unions started agitating for salary hike and asked for a number of incentives and facilities to establish parity with other competing electronic giants. "There was a political clout of the labour unions which leads to increased militancy. The situation of labour trouble took such an ugly turn out of India by closing the plant. In 1995, however, managers refused to give up & implement TQM. The first for which was total employees involvement.

The main weakness of the company during 1990 started converting into strength when labour unions started participating intensively. By 1995 the Calcutta plant of Philips India became a model factory for its major competitors to envy – its operations & turnaround. The R & D section took the leading role for spearheading the company with its smart people & well equipped laboratories. The posters claiming "Quality" were exhibited in the premises & all working areas. The progress due to teamwork & quality orientation was so impressive that it led the company to achieve the internationally most coveted – The European Quality Award. The company also obtained certification of environmental management system EMS 14001. In a nutshell; five beliefs helped the management in its revival. These five beliefs are : i) mission statement ii) revolve around valuing iii) trusting & creating trustworthiness, iv) respecting the people and using their brainpower in teams, and v) continuously motivating them. The continuous improvement through structured Kaizen activities was adopted as a way of day-to-day work improvement in assignments. Cross-functional groups and small group improvement activities did surveys on employee motivation were undertaken to know & further boost the employees morale & participation in decisions of the company. Focus on customer & their delight was increased by customer surveys.

Questions:

- i) Apart from the key areas, what are the other areas by which the company could have brought about total quality control?
- ii) How would you apply Philips India Policy to help other electronics companies in India to implement TQM?