

SEAT No. _____

No. of Printed Pages : 01

[324 A-20] SARDAR PATEL UNIVERSITY

B.B.A.(I.B.) – Third Semester Examination

Day & Date : Wednesday, 22nd November 2017, Time : 02-00 P.M. TO 04-00 P.M.

Subject: Quality Control & Procedure

Subject Code: UM03CBBB04

Total Marks: 60

Note: Figures to the right indicate marks.

Q.1 Discuss concept and need for "Quality Management" (15)

OR

Q.1 Explain types and levels of "Quality". (15)

Q.2 Narrate : Pre-shipment Inspection and Quality Standards for Export. (15)

OR

Q.2 Discuss : Voluntary Inspection and Procedure for Handling Complaint. (15)

Q.3 Write Note On : (a) Benefits of TQM. (8)

(b) Pyramid Model. (7)

OR

Q.3 Give benefits of quality and explain "Dimensional Quality Model" (15)

Q.4 Give concept of "ISO " and discuss its benefits in detail. (15)

OR

Q.4 Write Note On : (a) Procedure for ISO 14000. (8)

(b) Concept of BIS. (7)

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