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SARDAR PATEL UNIVERSITY
B.B.A. (IB) (III SEMESTER) EXAMINATION
MONDAY, 26th November-2018
02.00 p.m. to 4.00 p.m.
UM03CBBB04 - Quality Control & Procedure

Maximum Marks : 60

Note :- Figures to the right indicate marks.

Q.1 Give concept of quality management and explain its need. (15)

OR

Q.1 Explain types and levels of quality. (15)

Q.2 Discuss : Export (Quality Control and inspection) Act 1963. (15)

OR

Q.2 Explain : Export Inspection agencies and voluntary inspection. (15)

Q.3 What is TQM? Explain its scope and benefits. (15)

OR

Q.3 Write Note On :

(a) Dimensional quality model (07)

(b) Pyramid Model (Oakland model) (08)

Q.4 Explain : Concept and benefits of ISO 14000. (15)

OR

Q.4 Discuss : Procedure for ISO 14000 and concept of BIS. (15)

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