Reg. No. : .....

Code : KBAE 46

M.B.A. (CBCS) DEGREE EXAMINATION,

APRIL 2018

Fourth Semester

Business Administration

Elective — PROCUREMENT AND QUALITY MANAGEMENT

(For those who joined in July 2016 and afterwards)

Time : Three hours Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The objectives of forward purchasing

   (a) To guard against interruption in supply

   (b) To economize the use of storage space

   (c) To guard against the future rise in price

   (d) All of these

2. Which of the following is a principle of ethical standards?

   (a) Supplier quotes will be available for all bidders to see

   (b) Suppliers will always pay for hospitality

   (c) Purchasers will always give suppliers a second chance

   (d) Child labour is not to be used by suppliers

3. Which of the following types of relationship requires the lowest supplier commitment?

   (a) Transactional relationships

   (b) Partnership relationships

   (c) Tender-based relationships

   (d) Strategic relationships.

4. Any numbering system that is used to monitor project costs by category such as labor, supplies, or materials, for example, is called

   (a) Chart of accounts

   (b) Work breakdown structure

   (c) Universal accounting standard

   (d) Standard accounting practices

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5. Which of the following ledgers must tally with the total in the material cost summary in materials issue?

(a) Purchase ledger

(b) Stores ledger

(c) Distribution ledger

(d) Outgoing ledger

6. Which is the basis on which the price is charged for a scrap material that is returned to the stores?

(a) Original price (b) Latest issue price

(c) Average price (d) Utility value price

7. Quality assurance is a function responsible for

(a) Controlling quality

(b) Managing quality

(c) Inspections

(d) Removal of defects

8. The word management in quality assurance describes many different functions, encompassing

(a) Policy management

(b) Human resources management, safety control

(c) All of the above

(d) None of the above

9. Tools and techniques used during the Quality Planning process include

(a) Benefit / cost analysis

(b) Benchmarking

(c) Quality audits

(d) (a) and (b)

10. The term "benchmarking" means

(a) Comparing with past data from your organization

(b) Comparing with the results of a market survey

(c) Comparing with the results of a customer survey

(d) None of the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the purchasing procedure for a large scale manufacturing company.

Or

(b) What do you mean by vendor development?

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12. (a) What are the ten conditions for the selection and evaluation of suppliers?

Or

(b) Discuss the benefit and risk of outsourcing.

13. (a) Explain the importance of store location.

Or

(b) Explain about different types of store fixtures.

14. (a) What are the benefits of employee involvement?

Or

(b) Mention the usefulness of quality standard.

15. (a) Give the seven basic steps to get an organization started toward TPM.

Or

(b) What are the steps required to construct an affinity diagram?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) How purchasing executive is custodian of his firm purse?

Or

(b) Explain the purchasing procedure for a large scale manufacturing company.

17. (a) Write notes on E-Procurement.

Or

(b) Highlight the general problems of vendor quality.

18. (a) Give brief account on material handling in stores.

Or

(b) Give detail account on Store Accounting and Coding Systems.

19. (a) Give brief account on Deming's Principles on Quality Management.

Or

(b) Explain the secrets and steps towards establishing a successful Quality Circle Program in a Firm.

20. (a) How to build a house of quality?

Or

(b) Explain the QFD process.

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