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M.B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2020.

Fourth Semester

Business Administration

PROCUREMENT AND QUALITY MANAGEMENT —
Elective

(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. Buying at the right price refers to purchasing at
_____ price.
 - (a) Minimum
 - (b) Maximum
 - (c) Competitive
 - (d) Tender

2. Just in Time Purchase is also known as _____ purchase.
- (a) Zero stock (b) Contract
(c) Scheduled (d) Speculative
3. When we have multiple source policy we can _____ decision.
- (a) Make (b) Buy
(c) Outsource (d) Online purchase
4. Work in progress stores is a _____ stores.
- (a) Functional (b) Physical
(c) Central (d) Site
5. Stores in construction materials like steel for large projects use _____ stores.
- (a) Functional (b) Salvage
(c) Bonded (d) Site
6. The materials that are brought last are issued first it is called
- (a) FIFO (b) LIFO
(c) FOLIO (d) Standard

7. Barriers that job people's pride of workmanship was advocated by
- (a) Kaizen (b) Crosby
 - (c) Deming (d) Juran
8. Planning where the organisation want to be in relation to customer is called
- (a) Customer satisfaction
 - (b) Customer branding
 - (c) Customer positioning
 - (d) Customer relations
9. SEIKO in workplace organisation refers to
- (a) Cleanliness (b) Orderliness
 - (c) Arrangement (d) Layout
10. Best practices of leading companies are used it is _____ bench marking.
- (a) External (b) Functional
 - (c) Competitive (d) Cross functional

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Illustrate the ethical principles in purchasing.

Or

- (b) Spell out the negotiation process.

12. (a) Brief the factors considered in vendor rating.

Or

- (b) Specify the risks in outsourcing purchase.

13. (a) Enlist the problems due to inefficient storekeeping.

Or

- (b) Brief the methods of valuation of stock.

14. (a) Spell out the obstacles in implementing TQM.

Or

- (b) Illustrate the types of problems in continuous process improvement.

15. (a) Specify the benefits of quality function deployment.

Or

- (b) Brief how you will implement total productive maintenance.

PART C — ($5 \times 8 = 40$ marks)

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

Each answer should not exceed 600 words.

16. (a) Spell out the functions of purchase department.

Or

- (b) In what factors will you decide to make or buy the raw materials?

17. (a) Discuss the problems in vendor rating.

Or

- (b) Detail the factors considered in choosing a supplier.

18. (a) Spell out the reasons for standardization in stores.

Or

- (b) Illustrate the type of stores.

19. (a) Illustrate the dimensions of quality.

Or

(b) Spell out Kaizen's improvement strategies.

20. (a) Discuss the process of bench marking.

Or

(b) Detail the need for business process reengineering and how to proceed with the process.
