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PBAE 4G**

M.B.A. (CBCS) DEGREE EXAMINATION,  
APRIL 2021.

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. As overbuying or underbuying increases the cost have to buy
  - (a) Right source
  - (b) Right quantity
  - (c) Right time
  - (d) Right procedure

2. The paradigm shift in purchase to supply focus on \_\_\_\_\_ approach.
- (a) Tactical
  - (b) Strategic
  - (c) Value added approach
  - (d) External
3. When we need to exert direct control over quality we can go for \_\_\_\_\_ decision.
- (a) Make                      (b) Buy
  - (c) Outsourcing              (d) Online
4. Stores system that provides for physical security and tight control is
- (a) Closed                      (b) Open
  - (c) Automated                (d) Physical
5. Stores located in any storage position is called \_\_\_\_\_ location.
- (a) Group                      (b) Zoned
  - (c) Random                    (d) Fixed

6. Inventory taken once in a year is called \_\_\_\_\_ inventory method.
- (a) Continuous                      (b) Periodic  
(c) Perpetual                        (d) Low point
7. The principle of 'Eliminate exhortations for work force' was advocated by
- (a) Shewhart                        (b) Crosby  
(c) Juran                            (d) Deming
8. When the end user feels that process is more costly than desired, it is a problem of a
- (a) Process                        (b) Efficiency  
(c) Compliance                    (d) Unstructured
9. Team dynamics includes
- (a) Group cohesion                (b) Conflict resolution  
(c) Group norms                    (d) Team formation
10. Companies opting for Business Process Engineering must grow in
- (a) Margins                        (b) Leaps  
(c) Step by step                    (d) Abrupt

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Spell out the importance of purchasing.

Or

- (b) Illustrate the items that are purchased.

12. (a) When could we go for online procurement?

Or

- (b) Brief the model for evaluating suppliers quality.

13. (a) Brief the factors considered in layout of the stores.

Or

- (b) How would you dispose the scrap?

14. (a) Brief the dimensions of quality.

Or

- (b) Illustrate the improvement strategies in process improvement.

15. (a) Why bench marking is needed?

Or

(b) Spell out the benefits of Business Process reengineering.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Illustrate the purchase parameters.

Or

(b) Discuss the methods of purchasing.

17. (a) Detail outsourcing purchase and the benefits and risk involved.

Or

(b) How would you proceed with vendor evaluation?

18. (a) Illustrate the types of stores.

Or

(b) Detail the stores management functions.

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

Or

(b) Illustrate the PDSA cycle with problem solving method.

20. (a) How would you build a house of quality?

Or

(b) Discuss the steps in implementing total productive maintenance.

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