

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Spell out the significance of purchasing and purchasing organisations.
Or
(b) Compare 'make' or 'buy' or 'outsourcing' decisions with pros and cons.
17. (a) Detail the norms for evaluating suppliers quality.
Or
(b) How would you effect quality control in purchases in supply chain?
18. (a) Explain the functions of stores.
Or
(b) Spell out the methods of accounting materials with their merits and limits.
19. (a) Illustrate the types of problems in continuous process improvement as well the improvement strategies.
Or
(b) Spell out the steps in PDSA cycle with an illustration.
20. (a) How would you build a house of quality?
Or
(b) Detail the steps in total productive maintenance.

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PBAE 4 G

MASTER OF BUSINESS ADMINISTRATION (CBCS)
DEGREE EXAMINATION, APRIL 2019.

Fourth Semester

Business Administration

Elective – PROCUREMENT AND QUALITY
MANAGEMENT

(For those who joined in July 2017 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. When design secrecy is important we need to go for _____ decision
(a) make (b) buy
(c) single source (d) outsourcing
2. Procurement of sufficient quantity at a time when prices are low is called
(a) market purchase
(b) scheduled purchase
(c) speculative purchase
(d) spot purchase



3. Strict rules for awarding orders and avoiding unfair practices is called
 - (a) Disclosure
 - (b) Courtesy
 - (c) Lead time purchase
 - (d) Impartiality
4. Materials not required and returned to stores are given in the document
 - (a) material received note
 - (b) materials returned note
 - (c) material transfer note
 - (d) material requisition note
5. Costs that result in loss of production is called
 - (a) inventory cost
 - (b) stock out cost
 - (c) carrying cost
 - (d) ordering cost
6. In ABC analysis, items that have high stock out costs are
 - (a) A items
 - (b) C items
 - (c) B items
 - (d) E items
7. Useful life of the product refers to
 - (a) performance
 - (b) durability
 - (c) flexibility
 - (d) ease of repair
8. New product or service developed on understanding customers exception is called
 - (a) innovation
 - (b) reinvention
 - (c) discovery
 - (d) creativity
9. QFD reduces implementation time by
 - (a) Prioritesting resources
 - (b) Creating communication
 - (c) Decreasing design changes
 - (d) Adding structure

10. Bench marking is time and cost efficient because it involves
 - (a) Invention
 - (b) Adoption
 - (c) Developing
 - (d) Innovation

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Brief the ethical aspects in purchase.
Or
(b) When negotiations become important?
12. (a) Illustrate the risks in outsourcing.
Or
(b) Brief the frame work of on line procurement.
13. (a) Illustrate the types of stores.
Or
(b) Brief the importance of stores layout.
14. (a) Illustrate the dimensions of quality.
Or
(b) Spell out Kaizen's philosophy on improvements.
15. (a) Why bench marking becomes significant?
Or
(b) Brief the principles of Business process reengineering.

