

(6 pages)

Reg. No. :

Code No. : 8684

Sub. Code : PBAE 4G

M.B.A. (CBCS) DEGREE EXAMINATION,
APRIL -2022

Fourth Semester

Business Administration

Elective: PROCUREMENT AND QUALITY
MANAGEMENT

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The time between communication of the need and actually received is called
- (a) Ordering time (b) Right time
(c) Lead time (d) Time lag

2. When we want to maintain a multi source policy we need to factor ———— decision.
- (a) Make (b) Buy
(c) Outsource (d) Bidding
3. A good potential supplier must have ————.
- (a) Inadequacy (b) Instability
(c) Outlook (d) Poor service facility
4. The record of only the quantity of stock is called
- (a) Stores ledger (b) Stores Register
(c) Bin Card (d) Requisition note
5. Insurance cost of the inventory is a ———— cost.
- (a) Ordering (b) Carrying
(c) Variable (d) Stock out
6. Type of classification of materials adopted in case of spare parts is
- (a) ABC classification (b) UED classification
(c) GOLF classification (d) SDE classification

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7. Quality can be quantified as quality = P/E where P and E refers to

- (a) Perfection/Expectation
- (b) Performance/Expectations
- (c) product/Exchange
- (d) Performance/Evaluation

8. Improvement to prevent and detect errors is called

- (a) Seiton (b) Seiso
- (c) Poka Yoke (d) Visual display

9. Maintaining equipment for its life time is called

- (a) Total prevention maintenance
- (b) Total productive maintenance
- (c) Total profit maintenance
- (d) Total product maintenance

10. Benchmarking is not a substitute to _____.

- (a) Discovery (b) Invention
- (c) Innovation (d) Creativity

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PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Narrate the significance of purchase.

Or

(b) What factors would you consider in 'Make' or 'Buy' decisions.

12. (a) Brief the use of suppliers Quality survey.

Or

(b) Brief the risks in outsourcing.

13. (a) Spell out the benefits of standardisation.

Or

(b) How would you dispose the unwanted materials bought?

14. (a) Spell out the principles of quality management.

Or

(b) Illustrate the process improvement strategies.

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

Or

- (b) Brief the steps in Total productive maintenance.

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 methods in procurement.

Or

- (b) Why negotiations assume significance in purchase?

17. (a) Discuss the difficulties in assessing Vendor quality.

Or

- (b) Evaluate the framework of on line procurement.

18. (a) How would you classify the materials?

Or

- (b) Detail the principles in stores location and layout.

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19. (a) Discuss the obstacles in TQM implementation.

Or

- (b) Detail the Demings quality philosophy.

20. (a) Explain the steps in bench marking.

Or

- (b) Illustrate the principles and process of Business Process Reengineering.
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