

S.Y.B.M.S.

TIME : 2 HRS.

Productivity <sup>FC</sup> & Quality Mgt.

MARKS : 60

**SECTION – I**

- N.B. : 1) Question No. **1** is compulsory.  
2) Attempt any **ONE** question from Q. Nos. 2 & 3.  
3) Each question carries 15 marks.

- Q. 1) Write Short Notes : ANY THREE : (15)
- a) Group Incentive Plan.
  - b) Job Enlargement.
  - c) Unstructured Interview.
  - d) Multiple Activity Chart.
  - e) Standard time.
- Q. 2) a) Define 'Work Measurement' and write down purpose of Work Measurement. (7)  
b) Write down the six steps of 'Method Study' and explain any two in detail. (8)
- Q. 3) a) Define 'Job Evaluation'. Explain any one method of Job Evaluation in detail. (7)  
b) Describe any two 'Individual Incentive Plans' in detail. (8)

**SECTION – II**

- N.B. : 1) Question No. **4** is compulsory.  
2) Attempt any **ONE** question from Q. Nos. 5 & 6.  
3) Each question carries 15 marks.

- Q. 4) Define Quality management. Explain the need and objectives and role of quality improvements in manufacturing industry. Explain the functioning of quality circles. (15)
- Q. 5) Discuss in brief : Any THREE: (15)
- a) Principles of Total Quality Management.
  - b) Suggestion Scheme.
  - c) Continuous Improvement.
  - d) Cost of Quality.
  - e) Juran's Quality Trilogy.
  - f) Total Employee Involvement (TEI):

(P.T.O.)