

P09/MU2406/EE/20160527

Time : 3 Hours

Marks : 80

Instructions :

1. All Questions are Compulsory.
 2. Each Sub-question carry 5 marks.
 3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
 4. Question paper of 80 Marks, it will be converted in to your programme structure marks.
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1. Solve any **four** sub-questions.
 - a) What do you mean by the productivity of an employee? 5
 - b) Write any five factors that affecting productivity of an organization. 5
 - c) What is the importance of training? 5
 - d) Briefly explain the term value analysis. 5
 - e) What is the value Break even point? 5

2. Solve any **four** sub-questions.
 - a) Write any five components of the learning process. 5
 - b) Explain briefly different methods through which learning can be provided. 5
 - c) What is job evaluation? Write any five objectives of job evaluation? 5
 - d) What are the different types of methods of job evaluation? 5
 - e) Write any five advantages of Incentive Compensation Plans. 5

3. Solve any **four** sub-questions.
- a) What are the differences in a 'Quality Control' and 'Quality Assurance' system? 5
 - b) Define Total Quality Management and identify the managerial tasks arising from such definition of quality. 5
 - c) List four important features of Deming's quality philosophy. 5
 - d) Write any five ISO-9000 quality management principles. 5
 - e) What do you mean by Kaizen? Write any five primary elements of Kaizen. 5
4. Solve any **four** sub-questions.
- a) Define mean, median and mode. 5
 - b) What is X-R chart? Explain the applications of control charts. 5
 - c) Discuss the components of quality cost. 5
 - d) Define "Quality Circle". Write any four steps for working of a 'Quality Circle Group'. 5
 - e) What is reliability? How could you relate reliability to the quality of product? 5

