

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BBA (SIM) (Sem-5)

TOTAL QUALITY MANAGEMENT

Subject Code : BBASM-501-18

M.Code : 78188

Date of Examination : 30-05-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B consists of FOUR Sub-sections : Units-I, II, III & IV.
3. Each Sub-section contains TWO questions each, carrying TEN marks each.
4. Student has to attempt any ONE question from each Sub-section.

SECTION-A

1. Write briefly:-

- a) Juran's Quality Trilogy.
- b) ISO 9000.
- c) What are the five phases of benchmarking?
- d) TPM
- e) FMEA
- f) Explain Deming's approach to quality management
- g) Concept of six sigma
- h) Brainstorming
- i) Internal audit
- j) PDSA Cycle.



SECTION-B

UNIT-I

2. How is quality a means to success in a competitive and global environment? Discuss.
3. Define Quality councils. What is the role of quality councils in implementing TQM?

UNIT-II

4. Discuss the role of the consultant in developing and implementing ISO 9000 quality standards.
5. Discuss the critical success factors for the Six Sigma Project.

UNIT-III

6. Explain the role of Japan in developing the quality concept.
7. Explain the Taguchi techniques. How can TPM be handled effectively?

UNIT-IV

8. Explain various steps required to implement quality management systems.
9. Discuss the contributions of the Quality Guru W. Edwards Deming.

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BBA (SIM) (Sem.-5)
TOTAL QUALITY MANAGEMENT

Subject Code : BBASM-501-18

M.Code : 78188

Date of Examination : 17-11-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTIONS-B consists of FOUR Sub-sections : Units-I, II, III & IV.
3. Each Sub-section contains TWO questions each, carrying TEN marks each.
4. Student has to attempt any ONE question from each Sub-section.

SECTION-A

1) Write briefly :

- a) Relationship Marketing.
- b) Benchmarking.
- c) Customer care.
- d) Focus group.
- e) Juran's Quality Trilogy.
- f) Explain Deming's approach to quality management.
- g) Concept of six sigma.
- h) Internal audit.
- i) Critical Success Factors.
- j) Tools of quality management.



SECTION-B

UNIT-I

2. What are the building blocks of TQM? How is quality a means to success in a competitive and global environment? Discuss.
3. What is the role of quality councils in implementing TQM? What are the building blocks of TQM?

UNIT-II

4. Discuss the critical success factors for the Six Sigma Project.
5. Discuss the role of the consultant in developing and implementing ISO 9000 quality standards.

UNIT-III

6. Write detailed notes on tools of Quality Management. Explain Kaizen in detail.
7. Discuss the various TQM tools with an emphasis on the QFD process.

UNIT-IV

8. Explain various steps required to implement quality management systems.
9. "It is not enough to just do your best or work hard. You must know what to work on." Elaborate on these lines said by Quality Guru W. Edwards Deming.

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BBA (Service Industry Management)

(Sem.-5)

LEGAL ASPECTS OF BUSINESS (MERCANTILE LAW)

Subject Code : BBASM-502-18

M.Code : 78189

Date of Examination : 02-06-23

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTIONS-B consists of FOUR Sub-sections : Units-I, II, III & IV.
3. Each Sub-section contains TWO questions each, carrying TEN marks each.
4. Student has to attempt any ONE question from each Sub-section.

SECTION-A

1. Write briefly :

- a) E-contract
- b) Contingent contract
- c) RTI Act.
- d) Fraud vs. Misrepresentation
- e) Indemnity
- f) Bailment
- g) Holder in due course
- h) Pawnor vs. Pawnee
- i) What is dissolution of partnership firm?
- j) Define consumer.



SECTION-B

UNIT-I

2. What are the essentials of bailment? Discuss the duties of a bailee and a bailor?
3. What are the requirements of a valid contract?

UNIT-II

4. Who is unpaid seller? Discuss the various rights of an unpaid seller.
5. What is difference between condition and warranty? Write a detailed note on implied warranties.

UNIT-III

6. What do you mean by 'Promissory note'? What are the distinguishing features of promissory note? State the requisites of promissory note with the help of some illustration.
7. Discuss the various types of crossing of cheques.

UNIT-IV

8. Write a detailed note on RTI Act.
9. State the provisions of Indian Partnership Act regarding the admission and retirement of a partner.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BBA (Service Industry Management) (Sem.-5)

LEGAL ASPECTS OF BUSINESS (MERCANTILE LAW)

Subject Code : BBASM-502-18

M.Code : 78189

Date of Examination : 21-11-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTIONS-B consists of FOUR Sub-sections : Units-I, II, III & IV.
3. Each Sub-section contains TWO questions each, carrying TEN marks each.
4. Student has to attempt any ONE question from each Sub-section.

SECTION-A

1. Write briefly :

- a) What is dissolution of partnership firm?
- b) Define consumer
- c) E-contract
- d) Contingent contract
- e) RTI Act
- f) Fraud vs. Misrepresentation
- g) Indemnity
- h) Bailment
- i) Holder in due course
- j) Pawnor vs. Pawnee.

SECTION-B

UNIT-I

2. What are the essentials of bailment? Discuss the rights of a bailee and a bailor.
3. What are the requirements of a valid contract?

UNIT-II

4. Write a detailed note on difference between agreement to sell and sale.
5. What is difference between condition and warranty? Write a detailed note on implied warranties.

UNIT-III

6. What do you mean by 'Promissory note'? What are the distinguishing features of promissory note? State the requisites of promissory note with the help of some illustration.
7. Discuss the various types of crossing of Cheques.

UNIT-IV

8. Write a detailed note on consumer Protection Act 2019.
9. State the provisions of Indian partnership Act regarding the admission and retirement of a partner.

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BBA (SIM) (Sem.-5)

SALES, DISTRIBUTION AND SUPPLY CHAIN MANAGEMENT

Subject Code : BBASM-503-18

M.Code : 78190

Date of Examination : 23-11-2023

Max. Marks : 60

Time : 3 Hrs.

INSTRUCTIONS TO CANDIDATES :

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1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
 2. **SECTIONS-B** consists of **FOUR** Sub-sections : Units-I, II, III & IV.
 3. Each Sub-section contains **TWO** questions each, carrying **TEN** marks each.
 4. Student has to attempt any **ONE** question from each Sub-section.

SECTION-A

1. Discuss briefly :
- Define Personal Selling.
 - What is sales force organization?
 - What are the methods of compensating Sales team?
 - Define logistics management.
 - Role of IT in Supply Chain management.
 - Benefits of Sales Territory.
 - Define the purpose of sales budget.
 - What is supply chain integration?
 - Define sales force motivation.
 - What is data mining and warehousing?



SECTION-B

UNIT-I

2. What do you understand by sales organization? Write a note on roles and structure of sales force.
3. What are the objectives of Personal Selling? Also explain the activities involved in the selling process.

UNIT-II

4. What is sales territory and the purpose of defining it? Explain the process of designing sales territory in detail.
5. Explain the process of recruitment and selection of sales force in detail.

UNIT-III

6. What is global logistics? Discuss the issues and challenges of global supply chain management.
7. What are distribution channels and their importance for an organisation? What are the factors considered in designing distribution channels?

UNIT-IV

8. What is the significance of Supply chain integration? Explain the Cost & benefits associated with Supply Chain Integration.
9. Write a note on Forecasting and Partnering in supply chain.

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