

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BBA (SIM) (Sem.-5)
TOTAL QUALITY MANAGEMENT
Subject Code : BBASM-501-18
M.Code : 78188
Date of Examination : 17-06-2025

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) Benchmarking
- b) Customer care
- c) Focus group
- d) Juran's Quality Trilogy
- e) Explain Deming's approach to quality management.
- f) Concept of six sigma.
- g) Brainstorming
- h) Internal audit
- i) PDCA Cycle
- j) Quality Council.

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 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. Write detailed notes on the tools of Quality Management. Explain Kaizen in detail.
7. Explain the Taguchi techniques. How can TPM be handled effectively?

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.

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.

[illegible]

Total No. of Pages : 02

Total No. of Questions : 09

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

LEGAL ASPECTS OF BUSINESS

Subject Code : BBASM-502-18

M.Code : 78189

Date of Examination : 05-07-2025

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. Answer briefly :

- a) Pawnor vs. Pawnee
- b) Unpaid seller
- c) Consideration
- d) Quasi contract
- e) RTI Act.
- f) Negotiable instrument
- g) Indemnity vs. Bailment
- h) LLP
- i) Holder in due course
- j) Differentiate between a

SECTION-B

UNIT I

2. What do you mean by agency? Discuss the various ways in which agency may be created and terminated?
3. Write a detailed note on remedies for breach of contract.

UNIT-II

4. What is contract of sale? Explain the rules regarding ascertainment of price in contract of sale.
5. Write a detailed note on rights of unpaid seller.

UNIT-III

6. Discuss in detail the classification of negotiable instruments.
7. Discuss the various types of crossing of Cheques.

UNIT-IV

8. Write a detailed on RTI Act.
9. Discuss the features, objectives and structure of Consumer Protection Act, 2019.

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.

[illegible]

Total No. of Pages : 02

Total No. of Questions : 09

BBA (SIM) (Sem.-5)

SALES, DISTRIBUTION AND SUPPLY CHAIN MANAGEMENT

Subject Code : BBASM-503-18

M.Code : 78190

Date of Examination : 19-06-2025

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. Functions of a sales manager
 - b. Personal selling
 - c. Supply chain management
 - d. Logistics of distribution.
 - e. Wholesaling
 - f. Sales force distribution.
 - g. Marketing channels
 - h. Recruitment of sales personnel.
 - i. Define purpose of sales budget.
 - j. Data warehousing

SECTION - B

UNIT - I

2. What is Sales management? Discuss the selling process in detail.
3. What is sales force? Discuss the role and structure of the sales force.

UNIT - II

4. What is training? Discuss the various tools for training the sales personnel.
5. What is sales budget? Discuss the nature and benefits of sales territories.

UNIT - III

6. Define Logistics Management. Discuss the various domestic and global challenges before logistics in detail.
7. What is channel management? Discuss the various factors considered for designing distribution channels.

UNIT - IV

8. Discuss the components, objectives and thoughts of supply chain management.
9. **Write notes on :**
 - a. E - Business and Supply chain.
 - b. Forecasting Supply Chain.

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.