



MBA DEGREE EXAMINATIONS: NOV /DEC 2024

(Regulation 2024)

First Semester

MBA - PROJECT MANAGEMENT

24PMT510: Project Quality Management

COURSE OUTCOMES

- CO1:** Understand foundational project quality management concepts and their integration with project management
- CO2:** Apply and analyze quality tools and technologies to optimize project quality and mitigate risks
- CO3:** Evaluate project performance, implement quality improvement initiatives and create a comprehensive quality management plan.

Time: Three Hours

Maximum Marks: 100

PART A (5Q x 4M = 20 Marks)

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| 1. | Outline the Project Quality Management Overview? | CO1 | [K ₂] |
| 2. | Explain the five levels Increasingly effective quality management. | CO1 | [K ₂] |
| 3. | Illustrate the Cost of Quality (COQ) in terms of Cost of Conformance and Cost of Non Conformance. | CO1 | [K ₂] |
| 4. | Demonstrate a structured problem-solving method that will help to eliminate the problem and develop a long-lasting solution. | CO1 | [K ₂] |
| 5. | Explain the Quality Audit objectives. | CO1 | [K ₂] |

PART B (3Q x 20M = 60 Marks) Answer Any Three Questions Only

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| 6. | Examine the various QMS processes , Tools and Techniques that are widely used to Control Quality. | CO2 | [K ₄] |
| 7. | Model a comprehensive Guidelines Document that will help to prepare good Quality Management Plan. | CO2 | [K ₃] |
| 8. | “Plan Quality Management is the process of identifying quality requirements and/or standards for the project and its deliverables and documenting how the project will demonstrate compliance with quality requirements and/or standards.” - Elaborate. | CO2 | [K ₆] |
| 9. | ABC Logistics a major service provider serving across India. | CO2 | [K ₅] |

Management has found that “Late Deliveries” is one of the major root causes affecting their business growth. You are a Quality Manager tasked to do analysis using appropriate QMS tools and provide the results. Evaluate on the tool selection, purpose, objective, key features and analysis results.

10. Appraise on the Control Charts and its purpose using sample data diagram representation. Explain the various Control chart interpretations, Control Limits LCL, CL, UCL and Variations. CO2 [K₅]

PART C (1Q x 20M= 20 Marks)

11. ABC Hospitals has decided to improve their Front Desk Patient Care services to match International Service Standards. You are a Quality Manager tasked to propose a Quality Process to handle the front desk services that covers Enquiry, Billing, In Patient, Out Patient and Emergency Trauma care. CO3 [K₆]
- Develop a comprehensive Formal Process document covering all QMS areas that will enable to take the customer service to next level.
