

Roll No. :

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

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BBA (Part-III) Examination, 2022

MODERN PRACTICES IN MANAGEMENT

Paper - BBA-302

Time : 3 Hours]

[Maximum Marks : 70

Section-A

(Marks : 2 × 10 = 20)

Note :- All the *ten* questions are compulsory. Each question is to be attempted in around **50** words. Each question carries **2** marks.

Section-B

(Marks : 10 × 3 = 30)

Note :- Answer any *three* questions out of five. Each question is to be attempted in around **500** words. Each question carries **10** marks.

Section-C

(Marks : 20 × 1 = 20)

Note :- *One* question based on case study is compulsory and carries **20** marks.

Section-A

2 each

1. (i) What do you mean by Total Quality Management ?
- (ii) Define Customer Satisfaction in detail.
- (iii) Define the impact of Motivation.
- (iv) State the different types of Bench Marking.
- (v) State the main elements of Kaizen.
- (vi) Define Information Technology.

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- (vii) What are the major issues in Process Redesign ?
- (viii) Explain SDLC.
- (ix) What is Six Sigma ?
- (x) Define the main uses of Computer Aided Design.

Section-B

- 2. Explain the main principles and barriers to total Quality Management. 5,5
- 3. What is Strategic Quality Planning ? Explain the steps to Strategic Quality Planning. 2,8
- 4. Explain Business Process Reengineering (BPR) ? What are the advantages of BPR ? Explain. 3,7
- 5. Explain the different types and planning stages of Management Information System. 10
- 6. What is Flexible Manufacturing System ? Explain its advantages. 3,7

Section-C

- 7. Leadership is Vital for all Companies, but proper leadership is very crucial for the success of a Company. As a leader in MNC, identify the leadership ways to improve the following :
 - (i) Explain the various ways by which a leader can motivate his team.
 - (ii) Identify the various ways of rewarding a team.
 - (iii) How a leader can make performance appraisal of his team ?
 - (iv) Assess the qualities required in a leader. 5×4