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200909

BACHELOR OF VOCATION
Automotive Manufacturing
Automotive Mechatronics
Subject: Leadership and Quality Management
Subject Code: ZBLQ- 304
Semester: Sixth
September 2020
Theory (External): 70 Marks
Time: 03 hours

INSTRUCTIONS TO THE STUDENTS

1. Read the questions carefully and write the answers in the answer sheets.
2. Wherever necessary, the diagram drawn should be neat and properly labelled.
3. This questions paper comprises of 6 questions out of which student need to attempt any 3 questions.
4. All questions carry equal marks.
5. The time allotted will be 3 hours for examinations including time of downloading of question paper to emailing of answer books to the concerned Dean/IC.

ESSAY TYPE QUESTIONS

1. Explain the different approaches of Leadership?
2. What do you understand by the term Leadership? What are its characteristics? Discuss the significance of leadership in modern business?
3. Differentiate between service quality and product quality dimensions.
4. Explain the concept of Six sigma?
5. Define Motivation. Explain the importance of motivation in an organization. Discuss critically the Herzberg's theory of motivation?
6. Explain the philosophy of total quality management in detail?

*****END OF PAPER*****