

2107078

**BACHELOR OF VOCATION**  
**Automotive Mechatronics**  
**Subject: Leader Ship and Quality Management**  
**Subject Code: ZBLQ-304**  
**Semester: Sixth**  
**July 2021**  
**Theory (External): 70 Marks**  
**Time: 03 Hours**

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**Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number									

**SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)**  
(10x2=20 Marks)

- A What do you mean by Leadership?
- B What is courage?
- C What do you mean by diversity?
- D What do you mean by team?
- E What is resource management?
- F What is product quality monitoring?
- G What is benchmarking?
- H What is 5S?
- I What is quality circles?
- J What do you mean by TQM?

**SECTION –B (ESSAY TYPE QUESTIONS)**  
(5x10=50 Marks)

- 1 Explain in detail contingency approach.
- 2 What are the qualities of a leader?
- 3 Explain evolution of quality management?
- 4 What are the guidelines of OEM?
- 5 How quality audit is helpful for business?
- 6 What are the statistical techniques for process quality improvement?
- 7 What's the difference between Kaizen events and rapid improvement events?
- 8 What are the core values of successful leaders?

==END OF PAPER==