

**BACHELOR OF VOCATION**  
**Mechatronics**  
**Subject: Leadership & Quality Management**  
**Subject Code: IMS-704**  
**Semester: Fifth**  
**September 2022**  
**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**

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

- A What do you mean by Leadership?
- B What is behavioural approach?
- C What is courage leadership?
- D Explain leadership diversity?
- E What are the importance of architect?
- F What do you mean by service quality?
- G What is quality audit?
- H What do you mean by benchmarking?
- I What is quality circles?
- J What do you mean by TQM?

2209T169

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

- 1 What are the qualities of leader? Explain contingency approach.
- 2 How leader works as social architect?
- 3 What are the role of a leader to work effectively in a team?
- 4 What do you mean by quality? Explain evolution of quality management.
- 5 What are the statistical techniques for process quality improvement?
- 6 How you can monitor the product quality?
- 7 What do you mean by design? Also explain effect analysis.
- 8 Explain six sigma in product development.

==END OF PAPER==