

2112E040

**BACHELOR OF VOCATION**  
**Mechatronics**  
**Subject: Leadership and Quality Management**  
**Subject Code: IMS-704**  
**Semester: Fifth**  
**December 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. Explain the concept of leadership.
- B. Why is courage an aspect of moral leadership?
- C. How are the concepts motivation and leadership related?
- D. Why resource management is important?
- E. Write a short note on effective team working.
- F. What is meant by zero defect manufacturing?
- G. How can quality circle be introduced in an organization?
- H. Write a short note on OEM guidelines.
- I. What is design failure mode & effect analysis?
- J. How is the reliability of a product evaluated?

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

1. Name the different theories of leadership? Explain behavioural leadership theory in detail.
2. Why is diversity in leadership important? What is the difference between motivation and empowerment?

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3. What is problem solving? What are the techniques of problem solving? Explain the procedure of problems solving.
  4. How to monitor and control quality in process manufacturing?
  5. Explain the history of quality management evolution. What are the basic concepts of quality of products and services?
  6. What is statistical quality improvement? What are the basic tools for process quality improvement?
  7. What is quality function deployment in TQM? What are the phases of quality function deployment?
  8. What is Taguchi optimization method? Why Taguchi method is used?

==END OF PAPER==