

17U544

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Name.....

Reg. No.....

FIFTH SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2019

(Regular/Supplementary/Improvement)

(CUCBCSS-UG)

CC15U BB5 B09/CC16U BB5 B09 - EMERGING TRENDS IN MANAGEMENT

(Core Course)

(2015 Admission onwards)

Time: Three Hours

Maximum: 80 Marks

PART A

Answer *all* questions. Each question carries 1 mark.

Fill in the blanks:

1. The quality control costs comprise of _____ costs and _____ costs.
2. Main activities of logistics are _____ and _____
3. _____ connects the supplier and the consumer.
4. Vendor management is an important part of _____
5. External quality costs are associated with low quality of products at _____ sites.
6. Delivery of finished products to the customers is called _____ logistics.
7. _____ was the mastermind behind developing Quality Control Charts.
8. _____ package refers to putting several related products in one package.
9. _____ is a global movement by UNESCO.
10. _____ of Japan developed the idea of Quality Circles

(10 x 1 = 10 Marks)

PART B

Answer *all* questions. Each question carries 2 marks.

11. What is TQM software?
12. What do you mean by responsiveness?
13. What is Quality Control Circles?
14. What is trade off concept?
15. What do you mean by vendor management?
16. What is fourth party logistics?
17. What is procurement management?
18. What do you mean by shipment consolidation?
19. What is reverse logistics?
20. What is JIT?

(10 x 2 = 20 Marks)

PART C

Answer any *six* questions. Each question carries 2 marks.

21. Differentiate between efficiency and effectiveness of TQM.
22. What are the components of supply chain planning?
23. Explain the 7 tools of TQM.
24. What are the operating objectives of integrated logistics?
25. What are the objectives of supply chain management?
26. Explain the importance of Information Technology in supply chain management.
27. Explain the steps in implementation of TQM.
28. Explain the role of information in logistics management?

(6 x 5 = 30 Marks)

PART D

Answer any *two* questions. Each question carries 10 marks.

29. What is TQM. What are the tools and principles of TQM?
30. Explain the important supply chain management process.
31. Define logistics. What are the important elements of logistics?

(2 x 10 = 20 Marks)
