

Roll No.: _____

Enrollment No. _____

PARUL UNIVERSITY

PARUL INSTITUTE OF PHARMACY

M.PHARM FIRST SEMESTER · FIRST INTERNAL EXAMINATION: 2017-18

Subject Name: Quality Management System

Subject Code: MQA102T

Time: 10:00 am to 11:30 am

Date: 18/09/2018

Total Marks: 30

Instructions:

1. Figures to the right indicate full marks.
2. Make suitable assumptions wherever necessary.

Q.1 Long Answers: (Any One)

- (1) Define Bench Marking and Write a note on Process of Bench Marking. **10**
- (2) Enumerate factors affecting customer perception of quality and explain any two in detail. **10**

Q.2 Short Answers: (Any Four)

- (1) What is Quality? Explain different dimensions of Quality. **05**
- (2) Define terms: (i) Vision statements, (ii) Mission statement, (iii) OOS (iv) Customer (v) Complain **05**
- (3) Draw a chart explaining "Handling customer complaints". **05**
- (4) Write a note on Mc Kinsey 7s Model, a tool of QMS. **05**
- (5) Write advantages and limitations of Bench marking. **05**

*******ALL THE BEST*******