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**JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY  
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**B.Tech. (VII Semester, All Branches) Test-2, October 2018**

COURSE CODE: 17B1WHS731  
COURSE NAME: Quality Management  
CREDIT: 3

MAX MARKS: 25

MAX TIME: 1 Hr 30 mins

*Note: All questions are compulsory. Carrying of mobile phone in the Examination Hall will be treated as a case of unfair means.*

**Case study**

Remodelling Designs, Inc. was started in April 1990 as a part-time job for two graduates from the University of Dayton with a common hobby and a big dream. The company began as a partnership between the Eggers and Cordonniers. It was incorporated in 1991. Each year the company continues to grow steadily and now operates with several production crews and a handyman division. Remodelling Designs, Inc. offers full service project management for all types of remodeling jobs, specializing in residential projects like kitchens, bathrooms, basements and room additions. The company oversees all phases of the job, from design to completion.

Case Handyman Services was launched by Case Design/ Remodelling, Inc., one of the largest and most respected leaders in the home improvement industry. Case has provided quality service since 1961 and began franchising Case Handyman Services in 1998. Case Handyman Services provides Home Repair Specialists to take care of most home repair and maintenance needs.

In Remodelling Designs and Case Handyman, employees are motivated to reach their fullest potential by the way that they are recognized for their workmanship. Incentive plans are not part of the companies, but they do offer such perks as trips for five years of service, jackets for one year of service, and company sponsored awards. The company also sponsors summer fun events and a Christmas party.

The employee benefit policies help maintain a supportive work environment. Vacation days, personal leave time, education/training funding, and family health insurance are all part of the benefits offered.

This is a family run company that is aware of family responsibilities. Employees who need to leave to deal with family issues or obligations are not penalized. When a situation arises, as long as the employee calls in and explains why he or she is unable to work on a given day, management tries to work with the employee.

When jobs are completed, the employees review those jobs. The review contains questions such as :

How would you describe the job?      What aspects of the job did you like the best?

What did you like the least?      What would you change if you could?      What was your best success?

What was your worst failure?      What do you feel you should have been paid?

If the employees are unhappy or dissatisfied with some aspect of the job or future jobs, Mike and Erich work with them and attempt to make positive changes. Turnover rate is very low. Most of the employees are there for life. Only one employee left; he did so because he wanted to further his career by starting his own remodeling

company. Remodelling Designs and Case Handyman have been expanding and adding employees since their beginning.

Q1. How does the employee survey help create better quality at Remodelling Designs and Case Handyman Services?

[4] CO3

Q2. Is Remodelling Designs and Case Handyman Services empowering its employees? If yes, how and if no, how can it empower its employees?

[4] CO3

Q3. Describe the ISO 9000 series of quality standards. What are the benefits to an organization of following these standards?

[4] CO2

Q4. How can process improvement lead to quality improvement? Briefly describe how process can be improved.

[4] CO2,3

Q5. Explain the stages of the quality movement highlighting the characteristic features of each stage.

[4] CO1

Q6. Write short notes on a) TQM      b) Measuring Service quality

[2.5\*2=5] CO1

JUTT-2 EXAMINATION OCTOBER 2018