

Q-221

**M. B. A. (Third Semester) Examination,
Nov.-Dec. 2019**

(Core Course)

(For Regular / ATKT / Ex Students)

Paper : FT-CC-301

**ORGANIZATIONAL CHANGE & QUALITY
MANAGEMENT**

Time Allowed : Three hours

Maximum Marks : 85

**Note : Attempt all five questions. All questions carry
equal marks.**

- 1. Concept of organisation effectiveness, with indicators
measurement & Types of change and force of change.**

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- 2. Difference between Organisational Climate and
Organisation culture & Explain power and role of politics
in authority of an organisation.**
- 3. Process of organisation, development with various O.D.
intervention.**

Or

**Explain the process of various organisation development
interventions.**

- 4. Write short notes on :**
 - (i) Kaizen**
 - (ii) Bench marking**
 - (iii) SQC**

Or

Write short notes on :

- (i) TPM**
- (ii) BPR**
- (iii) Quality circles**

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5. Explain Galpins model of change.

Or

Define action research model of change.