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| **SESSION** | **JUL - AUG 2024** |
| **PROGRAM** | **MASTER OF BUSINESS ADMINISTRATION (MBA)** |
| **SEMESTER** | **4** |
| **COURSE CODE & NAME** | **DPRM403 PROJECT QUALITY MANAGEMENT** |
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**Assignment Set – 1**

**1. With the help of real-world examples, explain any four Industry 4.0 trends in project quality management.**

**Ans 1.**

**Industry 4.0 Trends in Project Quality Management**

**1. Automation and Robotics**

Automation and robotics play a significant role in Industry 4.0, transforming project quality management by ensuring precision and consistency in processes. For instance, in manufacturing industries, robotic arms are used for assembling components with unparalleled accuracy, reducing human errors. These automated systems are equipped with sensors and real-time monitoring capabilities, ensuring that every product meets quality standards. Companies

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**2. Describe the concept of Cost of Quality (CoQ) with examples and explain the application of any two quality control tools and techniques with suitable examples.**

**Ans 2.**

**Concept of Cost of Quality (CoQ)**

In the context of a product or service, the term "cost of quality" (CoQ) refers to the entire amount of money spent to guarantee that it satisfies quality requirements. The expenditures associated with failure, evaluation, and prevention are included in this total. The costs of prevention, which include things like training and quality planning, are incurred in order to avoid faults. In order to guarantee compliance, inspection and testing are included in the price

**3. A company, currently, is not very particular about project quality, but with increased competition and consumer awareness, the company feels the need for a comprehensive project quality management system for its project. Elaborate on the steps to implement organizational change for the company to align all its people, processes and technologies to deliver the best quality on their projects.**

**Ans 3.**

**Steps to Implement Organizational Change for Project Quality Management**

**1. Assessing the Current State of Quality Practices**

The first step in implementing a comprehensive project quality management system is to conduct an in-depth assessment of the company's current quality practices, processes, and performance. This includes identifying existing gaps, inefficiencies, and areas of improvement in quality standards. For example, examining the reasons for recurring defects or delays in deliverables will help pinpoint the lack of structured quality control mechanisms. Engaging

**Assignment Set – 2**

**4. Explain how a construction company can employ the DMAIC process for improving quality of work and deliverables on its projects.**

**Ans 4.**

**DMAIC Process for Quality Improvement in Construction Projects**

**1. Define Phase**

The Define phase of the DMAIC (Define, Measure, Analyze, Improve, Control) process focuses on identifying the problem areas and setting clear goals for improvement. For a construction company, this phase might involve defining project-specific quality issues, such as frequent delays or material defects, and understanding their impact on overall project outcomes. For instance, a company could identify that incomplete design specifications are c

**5. For a project involving development of customized software for a large MNC, identify the critical success factors (CSFs), and elaborate on the steps to measure project success.**

**Ans 5.**

**Critical Success Factors (CSFs) in Customized Software Development**

For a project involving the development of customized software for a large multinational corporation (MNC), certain critical success factors (CSFs) ensure the project's successful execution and delivery.

**1. Clear Requirements Definition:** The success of a software development project hinges on accurately capturing and understanding the client’s specific requirements. Miscommunication or unclear expectations can lead to mismatched deliverables and rework. The involvement of

**6. On the project of developing a new electric vehicle (four-wheeler) model, discuss in detail the two main types of test and measurement errors in project management.**

**Ans 6.**

**Types of Test and Measurement Errors in Developing a New Electric Vehicle Model**

In the context of developing a new electric vehicle (EV) model, ensuring the accuracy of test results and measurements is critical to the project’s success. However, two main types of errors—systematic errors and random errors—can impact the validity of test results and decisions.

**1. Systematic Errors**

Systematic errors are consistent, predictable inaccuracies that occur due to flaws in the testing