**World Class Operations**

**December 2022 Examination**

**1. Quality is an essential parameter for companies to implement world class standards in operations. What are the different types of quality? Explain with suitable examples (10 Marks)**

**Ans 1.**

**Introduction**

Quality assurance and the standard are working on document exchange rates and giving specs, character, and standards to promote the business demand. Furthermore, business quality includes the items gain access to, quality of job management, and service quality to meet clients' requirements and requirements. The primary purpose of quality assurance is to announce the stakeholder's expectation to attain the business's higher rates and job standards. The customer and organizational connection mainly depends on quality work and is produced via loyalty and communication based on business conduct. Workers and workers maintain the quality standard

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**2. How is the Voice of the customer linked with the Voice of the organization in House of Quality? (10 Marks)**

**Ans 2.**

**Introduction**

A stakeholder is one of the essential human components in service that affects the business success, adjustments in services, and increases business growth. Stakeholders come from different contexts based on nationwide and international market values. Stakeholders are affected by organizational growth and service schedule. Moreover, the level of organization and service quality creates the customer assumption to explain the customer's desires and promote the design of products in the business. The customer's voice is producing the picture brand for the

**3. a. Being an operations manager, what do you understand by BPR? (5 Marks)**

**Ans 3a.**

**Introduction**

BPR means Business procedure redesign. Business procedure redesign is the management of an organization in which management attempts the most effective approach for service purposes to improve the capacity of the business and enhance the outcome and top quality. BPR deals with discovering jobs and services and collaborating with a business. BPR intends to organize firms

**3. b. Explain the Principles of Re-engineering. (5 Marks)**

**Ans 3b.**

**Introduction**

Re-engineering is an organization process based upon product, strategic changes, and market support based upon consumer value. It creates the tasks and develops a high level of competitors to handle the organization's improvement. The re-engineering business procedure will be