

**MBA(D) 4th Semester Examination, December 2018 (DDE)**

**[Session: Jan 17–Dec 18]**

**Subject : Knowledge Management and Business Excellence**

**Paper : MBD-402**

**Time: 3 Hours**

**Full Marks: 80**

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

*Answer any five questions.*

1. (a) What is knowledge? Define the different types of knowledge.  
(b) What is Knowledge Management (KM)? Explain the role of librarians in Knowledge Management. 8+8=16
2. (a) What is meant by knowledge society?  
(b) Sum up the distinctive features of knowledge economy.  
(c) Briefly explain the steps, as suggested by Taguchi, in carrying out experimental studies. 4+6+6=16
3. (a) Briefly explain the concept of six sigma. Write a note on six sigma methodology.  
(b) What is meant by benchmarking? Demonstrate the steps in formal benchmarking process. 8+8=16
4. (a) What do you understand by knowledge life cycle? Discuss the phases of knowledge life cycle.  
(b) What is organisation culture? Exemplify the types of organisation culture. 8+8=16
5. (a) State and explain the characteristics of the practice-based perspective on knowledge.  
(b) Briefly discuss the difference between the objectivist perspective and the practice-based perspective on knowledge. 10+6=16
6. (a) Explain Kanji's Business Excellence Model and analyse how this model can be used in integrating leadership and business excellence.  
(b) What do you mean by leadership excellence? Explain. 10+6=16
7. (a) State the principles of organisational learning.  
(b) Explain the different components and characteristics of a learning organisation. 6+10=16

**8.** Write short notes on *any two*:

8×2=16

- (a) Functional Model for KM systems
  - (b) Six Sigma participants
  - (c) Quality Function Deployment (QFD)
  - (d) Balanced Scorecard
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