

MBA(D) (4th Semester) Examinations, Dec. 2020 (DDE)
[Session: Jan 2019-Dec 2020]

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.

Group - A

Answer any six questions.

5×6=30

1. What is knowledge? Differentiate between information and knowledge.
2. Justify the need of knowledge management (KM) in an organisation.
3. Sum up the distinctive features of knowledge economy.
4. What is Design of Experiments? Explain.
5. Briefly explicate the concept of Six Sigma.
6. What is Benchmarking? How do you differentiate between Internal and Generic Benchmarking?
7. Explain the phases of knowledge life cycle.
8. What are the important principles of organisational learning?

Group -B

Answer any five questions.

10×5=50

9. In relation to knowledge management, explain the following terms:
 - (i) Knowledge map
 - (ii) Knowledge web
 - (iii) Weeding
 - (iv) Categorising
 - (v) Narratives
10. Briefly describe the Taguchi's Experimental Design Method.
11. What is organisation culture? Discuss the types of organisation culture.
12. What are ICTs? Describe the role of ICTs in knowledge management for development.
13. Discuss the characteristics of the practice-based perspective of knowledge and explain its difference with the objectivist-based perspective of knowledge.
14. Explain Kanji's Business Excellence Model (KBEM) and analyse how can this model be used in integrating leadership and business excellence.
15. (a) What do you mean by organisational learning? Explain the six learning processes in the context of organisational learning.
(b) In what way is organisational learning different from learning organisations?