

MBA(D) (4th Semester) Examinations, June 2020 (CDOE)
[Session: (July 2016-June 2018), (July 2017- June 2019)]

Subject: Knowledge Management and Business Excellence

Paper: MBD-402

(OLD)

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. Draw out the differences among concepts like data, information and knowledge.
2. Differentiate between multilocational knowledge and migratory knowledge.
3. Briefly explain the three levels of knowledge-based development.
4. Sum up the distinctive features of knowledge society.
5. List out the characteristics that mark the successful implementation of the ICTs.
6. Demonstrate the steps in formal benchmarking process.
7. What are the characteristics of DSS? How do they differ from those of ESS?
8. List out the characteristics of organisational culture, as identified by Campbell.

Group -B

Answer any five questions.

10×5=50

9. Describe the structural model of knowledge management in distributed network environment. Also, briefly narrate how does it differ from functional model.
10. State and explain the characteristics of the practice-based perspective on knowledge.
11. Explain Kanji's Business Excellence Model and analyse how this model can be used in integrating leadership and business excellence.
12. (a) What do you mean by "systemic leadership"?
(b) Discuss the important leadership competencies that are relevant for an organisation committed to business excellence.
13. How can we relate learning to knowledge management? State the factors affecting learning in an organisation.
14. Explain the different components and characteristics of a learning organisation.
15. Write short notes on:
 - (a) Design of experiments
 - (b) Knowledge life cycle