

বাংলাদেশ ইউনিভার্সিটি অব প্রফেশনালস্

সেকশন/গ্রুপ...B (Section-B)



ইনভিজিলেটরের স্বাক্ষর

মোট পৃষ্ঠা সংখ্যা...10.....টি

BSc in CSE-17, Final Exam, Fall, Dec-2020

পরীক্ষা(Examination), 20 20

বিষয় (Subj): Engineering Management

পত্র/কোর্স নং (Paper/Course No): CSE-417

পত্র/কোর্সের নাম (Paper/Course Name): CSE-17

কেন্দ্র (Center): MIET

রেজিঃ নম্বর (Regn No): 131401170018

শিক্ষাবর্ষ (Session): 2019-2020

রোল নম্বর (Roll No): 201714018

তারিখ (Date): 09-12-2020

INSTRUCTIONS FOR EXAMINEE

পরীক্ষক কর্তৃক পূরণীয়

1. Examinees are forbidden to write their names either on outer cover page or anywhere of the answer scripts. In case of violation, the answer script will not be evaluated.

2. Examinees must mention their roll and registration number along with session on the outer cover page of the answer scripts clearly. Otherwise, answer scripts may not be evaluated.

3. Students will write his examination roll number on the top left corner and section-A/B on the top right corner of each page. All pages must be numbered chronologically at the bottom center in x of y format. (for example: 1 of 21)

4. All rough works should be done in the same paper used as answer scripts. Answer scripts should be submitted intact. Papers used for rough work should be pen through by the examinees.

5. In no case, an examinee will be allowed to start the examination half an hour after the commencement of examination.

6. Examinees must abide by the instructions of chief invigilator if there are no definite instructions on any subject/matter.

7. No examinee will be allowed to leave the examination session until an hour has elapsed from the commencement of examination.

8. Legal action will be taken against the examinees those are caught for copying and found guilty for any breach of discipline as per rule.

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পরীক্ষকের স্বাক্ষর

নিরীক্ষকের স্বাক্ষর

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INSTRUCTIONS FOR EXAMINEE

9. Smoking is strictly prohibited during examination.
10. The Camera of the examinee **MUST** always be ON during the examination and answer script submission. If Camera is OFF then that online examination will be treated as **CANCELLED**.
11. The answer scripts submitted beyond specified time will be treated as **CANCELLED**.
12. The examinee has to share his/her computer screen to the invigilator throughout the examination time.
13. The focus of the camera should be such that the invigilator(s) can see the script and examinee with his/her surroundings.
14. The examinee will send his/her scanned examination script in PDF format to the following e-mail addresses:
 - (a) e-mail address of subject invigilator/examiner.
 - (b) Central Database Scheme (coursecode@mist.ac.bd)
Example: EECE433@mist.ac.bd
15. The examinee has to preserve the original answer script of every examination and be ready to submit whenever asked for.
16. Answer script should be the A4 size papers with a cover page provided by Department. Examinee has to fill up his/her necessary details on the cover page. Section A and section B must be clearly marked on the cover page like. **Section A** or **Section B**
17. Examination duration for each subject will be two hours (section-A for one hour + section B for One hour). In between students will get 20 minutes time to submit the answer script of section A and 10 minutes time to issue the question for section B . After completion of 01 hour examination time for section B, students will get 20 minutes to submit the answer script of section B.
18. After completion of written examination (online/physical), viva will be conducted by the respective faculty of that subject.

Section-BAns. to the ques. no.-05(a)

Juran's Quality Trilogy is draw with the help of a diagram:

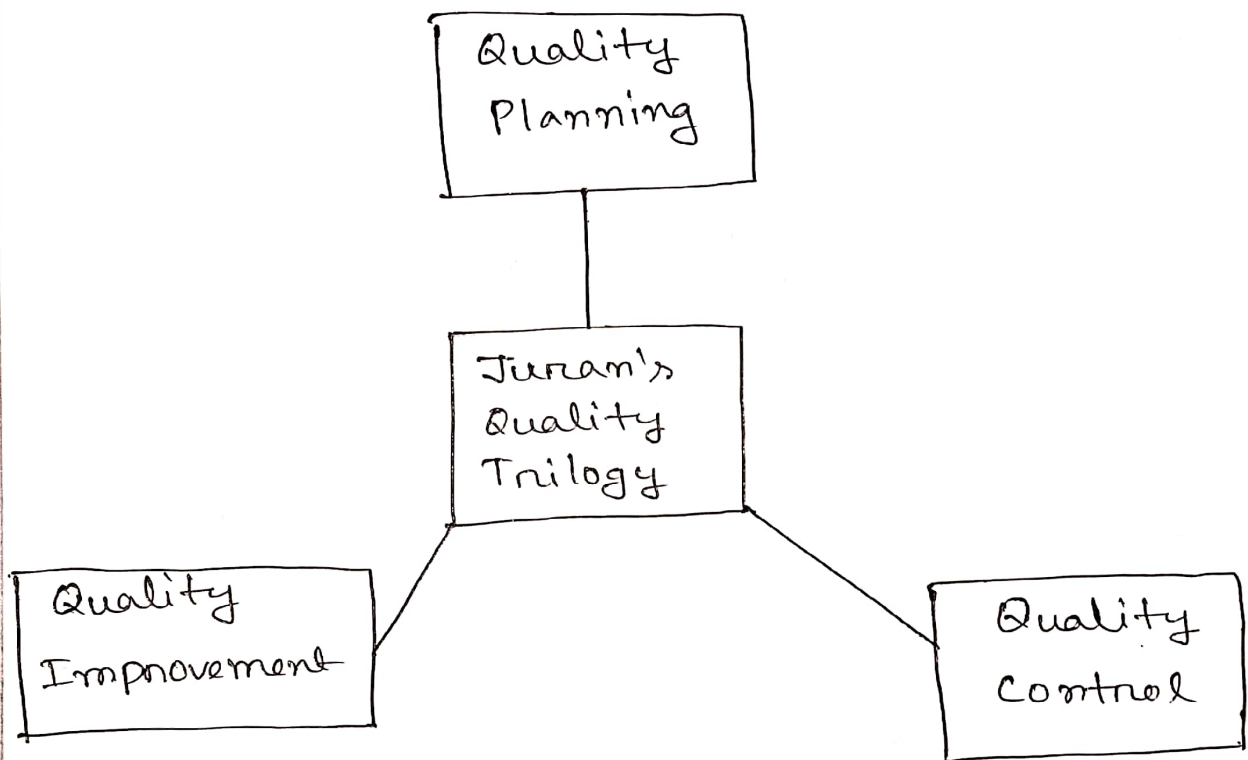


Fig: Juran's Quality Trilogy.

Juran's Quality Trilogy consists of three components: ① Quality Planning,

② Quality Control,

③ Quality Improvement.

Quality Planning:

Quality Planning consists of: The need for Quality betterment induced to start planning for Quality ~~improvement~~ development.

Quality Planning consists of planning what qualities to investigate, what qualities to improve, how to improve etc tasks.

Quality Improvement:

Quality improvement is the phase where the quality of a service and product is improved. In this phase first quality is investigated for what to improve and how to improve.

Quality Control:

Quality control is the phase where monitoring and comparing is done for a service and product with the plan of improvement and how the quality is improved is monitored and in this way quality control is done.

Ans. to the ques. no. - 05(b)

Comparing ISO 9000 to TQM is given below :

ISO 9000	TQM
① A set of standards and focuses on documents	① TQM focuses on developing human elements.
② Product conforms to a specification.	② Customer delight and satisfaction.
③ Certification is given.	③ Total Organization - all resources are considered.
④ Audits and checks are done.	④ Internal and External Trust is maintained.
⑤ Quality system is developed.	⑤ Top management commitment is present.
⑥ An assurance to external customers that a quality system is being pursued by the developers.	⑥ TQM is continuous improvement for developing human elements and customer satisfaction

Ans. to the ques. no. - 05(c)

Ethics is defined as a set of principles that guides the decision making process, on the basis of personal belief of what is 'right' or 'wrong'.

Ethics guides one to take decisions what is right and fair to all.

Ethics is important in project management as -

① Ethics guides all the decisions in the project management. decisions, that are right and fair to all (both customer and employee.).

② Ethics lets project managers to do the right things in the right way. This helps in the long run.

③ Ethics forbids to do any means of unfair production or unfair biases in the project management.

④ Ethics helps project managers to create a fair working environment for the employees for performing projects without any hassle.

⑤ Ethics guides the employees to not do anything that is unfair to the customers or stakeholders.

⑥ In project management many point of things required ethics to guide the decision making for employees.

That is why ethics is very important in project management as ethics guides all the decision makings at step of project management.

Ans. to the ques. no.-06(a)

Project Time management process is discussed below:

① Planning schedule management:

This phase includes defining procedures, the policies and documents for planning, executing project schedule.

② Defining Activities:

This phase includes identifying the activities that needs to be done for the project to complete.

③ Sequencing Activities:

This phase is where the relationship between activities is documented and calculated.

④ Estimating Activity Resources:

This phase is where estimating the resource needed to complete each and every activity for the project is done.

⑤ Estimating Activity Duration:

In this phase estimating duration for project activities is done with the help of estimating the no. of work period is required for each project activity.

⑥ Developing the Schedule:

By analyzing both the estimation of project activities and estimation of duration for activities, project schedule is generated or developed.

⑦ Controlling the Schedule:

This is where the project schedule is controlled and maintained so that the project can be completed according to the schedule.

Ans. to the ques. no. - 06(b)

Given Activity and Preceding Activities:

<u>Activity</u> :	A	B	C	D	E	F	G	H	I	J	K	L
<u>Preceding Activity</u> :	-	-	-	B, C	A	C	E	E	D, F, H	E	I, J	G

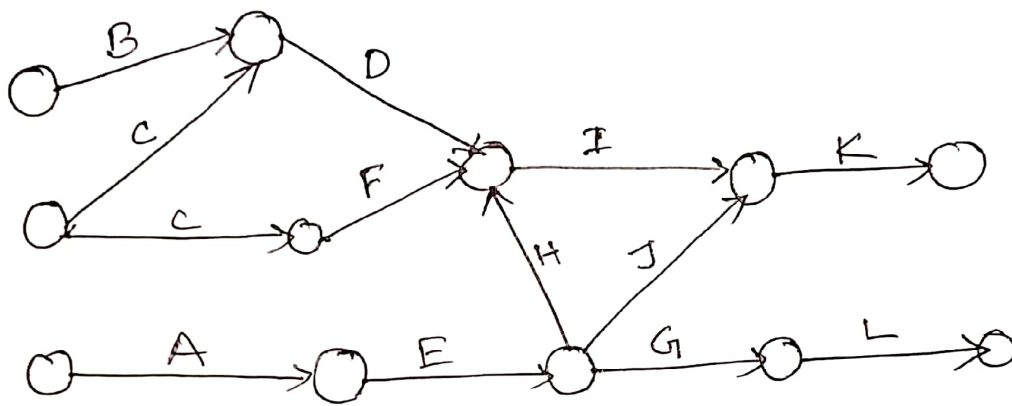


Fig: Network diagram.

(Used Draft pages and computer draft for getting this Network diagram which is not included)

Ans. to the ques. no. - 06(c)

Things that helps project succeed:

- ① A good project time management.
- ② Executive support.
- ③ A good maintainance of project schedule.
- ④ Regular customer requirement updates and consultancy.
- ⑤ Regular customer feedback.
- ⑥ Necessary resources for project, availability.
- ⑦ A good project manager with leadership skills and people skills.
- ⑧ Room for project development further.
- ⑨ Clear Business objectives
- ⑩ Agile process

⑪ skilled resources

⑫ Tools and Infrastructure.

These helps to succeed a project.

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