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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION : JUNE-JULY - 2022
SEMESTER - IV

Sub: Brand Management (MM- 402)

Date: 05/07/2022

Total marks: 60

Time: 10.00 am to 12.30 pm

SECTION - I

Q. 1. Fill in the blanks. (05)

1. At the center of a brand's characteristics ____ is most relevant.

a) Identity	b) Image
c) Price	d) Value

2. A good brand contract.....

a) Keeps customer perspective in view	b) Delivers promises made with customers
c) Does not make negative promises	d) All of these

3. The most important factor in brand management is to ensure that the _____ must be matching with consumers' perceptions.

a) Brand Name	b) Brand Persona
c) Brand Value	d) Brand Colour

4. Brand assets include _____

a) The name of the brand	b) Reputation, relevance, and loyalty
c) Less quality complaints	d) Celebrities

5. Marketers can brand _____

a) Physical Product	b) Service
c) Organisation	d) All of these

Q. 2. Answer the following. (Any Two) (20)

1. Define 'Brand'. Explain significance of branding to marketers.
2. Discuss the guidelines while choosing a brand name for a product.
3. Evaluate brand elements with suitable example.
4. Discuss advantages and disadvantages of having a Celebrity as a Brand Ambassador.

Q. 3. Write notes on. (Any Two) (10)

1. Mascot
2. Colour as a Brand
3. Factors influencing the design of the product.
4. Brand Portfolio

SECTION - II

Q. 4. Case Study

(15)

Mother dairy:

Mother Dairy Fruits & Vegetables, a company with a billion-dollar (Rs 4,200-crore) turnover, has been a well established player in NCR . known for products the firm has been largest seller of milk in NCR , with 65% of the revenue being contributed by milk. Amul entered delhi market five years back and in 2011 with in a span on 4years it defeated mother dairy in terms of market share . Amul procures fresh milk and packages it. Mother dairy adds powder milk in its products to the tune of 40% . This spoils the taste of the product . Also Amul is credited with more awareness and knowledge about its products amongst consumers. Amul is a leader in the ice cream segment of the country . Their capacity to develop products and gain market leadership helped them gain substantial share in the NCR region in the milk segment raising question marks on the brand equity of the company. Mother Dairy has been market leader in NCR for 35 years . Losing ground to Amul in 2011 in the milk segment is forcing company to rethink its strategy . They plan to increase their capacity and also expand procurement of the milk. One of the regions why consumer shifted to Amul has been difference in the taste of the milk . Amul milk is fresh where as a portion of mother dairy milk is reconstituted . Mother dairy sells through its own outlets and home delivery is not possible where as Amul used channel and home delivery of the milk is possible . Mother dairy milk price has been less than the price of Amul milk , still a huge number of mother dairy loyals moved to Amul. Now Mother dairy is restructuring its strategy and systems to combat Amul .

Questions:

1. What would you suggest to Mother Dairy for its revitalization plan ?
2. Develop brand identity model for Mother Dairy after collecting additional information for the brand.

Q. 5. Answer the following:

(10)

- a) Discuss Brand Building Process for the following Brands :
 1. Symphony Water Cooler
 2. Tata Salt

OR

- b) What is the difference between product positioning and brand positioning? Support your answers with relevant examples.