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Total Number of Pages: 01

MBA
MGT404E

4th Semester Back Examination 2016-17
TOTAL QUALITY MANAGEMENT (TQM)
BRANCH(S) : MBA
Time: 3 Hour
Max Marks: 70
Q Code : Z1037

Question No.1 which is compulsory and any five from the rest
The figures in the right hand margin indicate marks.

- Q1 Answer the following questions: (2 x 10)**
- a) Define Quality from TQM point of view.
 - b) What do you mean by Quality Council?
 - c) What are ISO 14000 concepts?
 - d) Briefly explain Customer Retention.
 - e) What is the need of ISO 9000?
 - f) What do you mean by Quality Circle?
 - g) Define Quality Cost.
 - h) Define Quality Auditing.
 - i) What are the important dimensions of Quality?
 - j) What do you mean by benchmarking?
- Q2 Long answer type questions (Answer any five) (10)**
What are the ways to improve employee involvement in an organisation?
- Q3 (10)**
How quality planning helps in achieving TQM objective?
- Q4 (10)**
What is statistical process control, briefly explain the uses of control charts for variables and attributes?
- Q5 (10)**
Explain continuous process improvement using Juran Trilogy?
- Q6 (10)**
Explain what are new seven management tools?
- Q7 (10)**
Briefly explain Deming Philosophy. Explain what are the barriers to TQM implementation?
- Q8 Writ short notes on:- (5x2)**
- a) Six Sigma
 - b) Total Productive Maintenance (TPM)