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Total Number of Pages: 01

MBAP
MBP604E

6th Semester Regular Examination 2016-17

Total Quality Management

Branch: MBA(PT)

Time: 3 Hours

Max Marks: 70

Q.CODE:Z1232

Answer 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
 - b) Define Quality Auditing.
 - c) What do you mean by dimensions of quality?
 - d) Which are the pre-requisite of KANBAN?
 - e) What are the principles of Six Sigma?
 - f) What is prerequisite of ISO 14000?
 - g) What do you mean by customer retention?
 - h) Briefly define PDSA cycle.
 - i) Define in your language empowerment of team.
 - j) Define benchmarking.
- Q2** What do you mean by ISO standards? Explain need for ISO 9000—2000 quality system. (10)
- Q3** What are the important dimensions of quality, how quality planning helps in achieving TQM objective? (10)
- Q4** What is strategic quality planning? How do you emphasize on customer focus (10)
- Q5** Briefly explain traditional tools of quality and six-sigma concepts, methodology and application to manufacturing? (10)
- Q6** What do you mean by benchmarking? Briefly explain few important benchmarking processes? (10)
- Q7** What is statistical process control, briefly explain the uses of control charts for variables and attributes? (10)
- Q8 Write short notes on:- (5 x 2)**
- a) Deming Philosophy
 - b) Performance Appraisal