

**R17****Code No: 742AF****JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD****MBA II Semester Examinations, April/May-2019****TOTAL QUALITY MANAGEMENT****Time: 3 hours****Max.Marks:75****Note:** This question paper contains two parts A and B.

Part A is compulsory which carries 25 marks. Answer all questions in Part A. Part B consists of 5 Units. Answer any one full question from each unit. Each question carries 10 marks and may have a, b, c as sub questions.

**PART - A****5 × 5 Marks = 25**

1. a) Describe Quality Councils. [5]
- b) Explain Kaizen Strategy. [5]
- c) Discuss about Internal Audit. [5]
- d) What do you understand about product liability? [5]
- e) Write short notes on Statistical Process Control. [5]

**PART - B****5 × 10 Marks = 50**

2. Explain in detail the salient features of Deming Philosophy. [10]

**OR**

3. Discuss the impact of Leadership on Total Quality Management. [10]

4. Explain the various steps in PDCA Cycle. [10]

**OR**

5. Discuss in detail the concept of Reengineering with the help of examples. [10]

6. Differentiate between ISO 9000 and ISO 14000 Series. [10]

**OR**

7. Explain the important aspects of Six Sigma and brief on QFD processes. [10]

8. Explain how FMEA documentation is carried out? [10]

**OR**

9. Discuss the Philosophy of Total Productive Maintenance and brief on quality by design. [10]

10. Explain the process decision program chart and discuss the forced field analysis. [10]

**OR**

11. Describe about experimental design and state the quality strategy for Indian industries. [10]

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