

**R17**
**Code No: 742AF**
**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD**
**MBA II Semester Examinations, December - 2018**
**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) What are the benefits of TQM. [5]
- b) Write a short note on Kaizen [5]
- c) How do you build a quality oriented organization? Elaborate. [5]
- d) Describe the FMEA documentation process. [5]
- e) Explain Quality Management in India. [5]

**PART - B**
**5 × 10 Marks = 50**

2. Briefly explain the relationship between
  - a) Leadership and TQM
  - b) Employee involvement in TQM
 [5+5]

**OR**

3. Discuss in detail about the
  - a) Evolution of TQM and
  - b) The role of quality councils
 [5+5]

- 4.a) Classify the major categories of quality costs.
- b) Discuss the importance of supplier selection and supplier partnership in TQM. [5+5]

**OR**

5. Write short notes on
  - a) PDCA cycle
  - b) Pitfalls of benchmarking
  - c) Continuous process improvement.
 [3+3+4]

6. Write short note on
  - a) Environmental Management system
  - b) Six sigma
  - c) Information quality issues
 [4+3+3]

**OR**

- 7.a) Discuss in brief about the Quality systems
- b) Illustrate the role of IT in quality functions. [5+5]



- 8.a) Describe in detail about the concept and steps in quality by design.  
b) How can autonomous work groups contribute to total quality management? Discuss. [5+5]

**OR**

9. Explain the concept of FMEA in detail with an example. [10]
10. Appraise the value of following in quality control:  
a) Histogram  
b) Cause and effect diagram  
c) Tree Diagram [3+3+4]

**OR**

11. What is statistical process control? Briefly explain various quality control tools for quality improvement. [10]

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