

Total No. of Pages: 2

Register Number:

6499

Name of the Candidate:

M.B.A. DEGREE EXAMINATION - 2011**(FIRST YEAR)****(PAPER – XVI)****365/283. QUALITY MANAGEMENT****(Common with M.B.A. Three Year Programme)***December)**(Time: 3 Hours*

Maximum: 100 Marks

SECTION - A**Answer any FIVE questions.****(5 × 5 = 25)**

1. Describe quality management challenges.
2. Describe JIT.
3. List out the quality gurus in management.
4. What is QFD?
5. Describe process decision program chart.
6. List out the seven basic quality control tools.
7. What is GS 9000?
8. List out the uses of statistical process control chart.

SECTION - B**Answer any THREE questions.****(3 × 15 = 45)**

9. Discuss the zero defects with suitable examples.
10. Describe the implementation of Keizen.
11. Discuss the quality function development in TQM.
12. Explain activity network diagram with an example.
13. Discuss ISO 14000 requirements and its benefits.

SECTION - C**Answer any ONE question.****(1 × 15 = 15)**

14. Explain in detail the process of preparing Process Decision Program Chart.
15. Explain the seven management and planning tools.
16. Define Quality Management. Also explain the uses of different charts in quality management.

2

SECTION - D
(Compulsory)

(1 × 15 = 15)

17. Explain the steps followed in Total Quality Management in manufacturing industries – in detail.

jkpHhf;fk;
gFjp - m

VnjDk; le;J tpdhf;fSf;F tpilaspf;ft[k;.

(5 × 5 = 25)

1. jueph;thf rthy;fis tpthp.
2. JIT (Just in Time) tpthp.
3. jueph;thf tpw;gd;dh;fspd; Fz';fisg; gl;oaypLf.
4. QFD vd;why; vd;d?
5. gd;epiy gjg;gLj;jy; Kot[f;fhd epfH;r;rp ml;ltizia tpthp.
6. VG mog;gilj; juf; fl;Lg;ghl;L Malj';fisg; gl;oaypLf.
7. GS 9000 vd;why; vd;d?
8. g[s;spapay; fl;Lg;ghl;L ml;ltizapd; gad;fis gl;oaypLf.

gFjp - M

VnjDk; _d;W tpdhf;fSf;F tpil mspf;f.

(3 × 15 = 45)

9. g{#;ak; Fiw epiyia cjhuzj;Jld; tpsf;Ff.
10. bfa;rd; (Keisen) Kiwia bray;gLj;Jtij tpsf;Ff.
11. KGikahd jueph;thfj;jpy; (TQM) ju nkk;ghl;L Kiwapid tpsf;Ff.
12. bray;tiy (Network) glj;ij cjhuz';fSld; tpthp.
13. ISO 14000 bgw njitfSk;/mjd; ed;ikfisa[k; tpthp.

gFjp - ,

VnjDk; xU tpdhtpw;F tpil mspf;f.

(1 × 15 = 15)

14. bra;Kiw epfH;t[ml;ltiz jahhpg;g[gw;wp tpsf;Ff.
15. VG/ eph;thf kw;Wk; jpl;lkply; fUtpfis tpthpf;f.
16. ju eph;thfk; - tiuaiw bra;f. nkYk; jueph;thfj;jpy; gy ml;ltizfs;/ gl';fspd; gad;fis tpthp.

gFjp - <

(fl;lha tpdh).

(1 × 15 = 15)

17. bjhHpww;rhifspy; KGikj;ju nkyhz;ik (TQM) bray;gLj;jypy; gy;ntW goepiyfis tpthpf;ft[k;.

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