

**FACULTY OF MANAGEMENT****M.B.A. III-Semester Examination, May /June 2016****Subject: Total Quality Management****Course No : 3.1****Time : 3 Hours****Max. Marks: 80****Note: Answer ALL the questions.****Part – A (10x2=20 Marks)****(Short Answer Type)**

- 1 Write short notes on the following.
- (a) Distinguish between product and services
  - (b) What is Quality Assurance?
  - (c) Gantt charts
  - (d) Network Diagram
  - (e) What are the 'Five SS'?
  - (f) Benchmarking
  - (g) Parameter design
  - (h) What is Six sigma?
  - (i) What is DMAIC model?
  - (j) What are the service Quality Programmes?

**Part – B (5x12=60 Marks)****(Essay Answer Type)**

- 2 (a) Explain the applicability and parameters of Malcolm Baldrige National Quality Award.  
**OR**  
(b) Examine the merits and demerits of TQM.
- 3 (a) The following data gives the class range and the frequency of errors for that class range.

Class range	Frequency of errors
0-10	11
10-20	26
20-30	8
30-40	14
40-50	21
50-60	15
60-70	9

You are required to construct a Histogram and observe the data.

**OR**

- (b) There are six departments in a manufacturing firm. The number of errors in each of the departments in a week are given below:

Departments	No. of Errors
Cutting	72
Welding	66
Soldering	84
Grinding	58
Moulding	49
Winding	36

Present the data in a Pareto's chart and offer your comments.

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- 4 (a) Describe the “P-D-C-A cycle” for problem solving.  
**OR**  
(b) What are the Taguchi’s method? How are they used in production design?
- 5 (a) Discuss the organizational setup for six sigma approach.  
**OR**  
(b) Explain the cost and benefits of six sigma approach in the process of TQM.
- 6 (a) Describe the organizational framework in improving service quality.  
**OR**  
(b) Discuss the pros and cons of TQM in Banking sector.

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