Code No. 9095

FACULTY OF MANAGEMENT
MBA III – Semester Examination, May/June 2017

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:
   a) Inspection versus SQC
   b) EFQM
   c) Run charts
   d) Five S's
   e) Radar chart
   f) Gantt chart
   g) Quality circles
   h) Tolerance design
   i) Critical-to-quality
   j) Parameters of quality in case of mutual fund

PART – B (5x12 = 60 Marks)
[Essay Answer Type]

2   a) Discuss the quality vaccine propounded by Philip B Crosby and explain his fourteen principles of TQM.

OR

   b) Explain the quality system award MBNQA and its guidelines.

3   a) What is JIT? What is its importance in total quality management? What are its advantages?

OR

   b) What is Pareto's chart? Explain with an example of your own, how it is used to improve quality.

4   a) A bread manufacturer is comparing the calorie content of the existing process and a proposed new process. The observations of the calorie content in bread made by two processes are as below:

Existing process	130	135	128	127
New process	115	112	1290	113

OR

   b) What is FMEA? Discuss the design and process FMEA and state the advantages.

5   a) Discuss the six – sigma problem solving approach – DMAIC.

OR

   b) Discuss the benefits and costs of six sigma method.

6   a) Describe the framework for improving the service quality.

OR

   b) Describe the structure and strategy of TQM to be adopted in case of Financial Institutions.

****