

FACULTY OF MANAGEMENT

M.B.A. II – Semester (CBCS) Examination, May / June 2018

Subject: Total Quality Management

**Paper – MBA – 205 – I
(Open Elective – IV)**

Time: 3 Hours

Max.Marks: 80

Note: Answer all the questions from Part-A and Part-B.

Each question carries 4 marks in Part-A and 12 marks in Part-B.

PART – A (5x4 = 20 Marks)

[Short Answer Type]

- 1 QA
- 2 Quality circles
- 3 Signal-to-noise ratio
- 4 Six Sigma metrics
- 5 Quality dimensions of a hotel

PART – B (5x12 = 60 Marks)

[Essay Answer Type]

- 6 a) Bring out the historical perspective of TQM.
OR
b) Explain the role of EFQM.
- 7 a) Explain process mapping and regression analysis in TQM.
OR
b) Narrate of radar chart and PDCA cycle of TQM.
- 8 a) Examine role of activity based costing and sales and operations planning in TQM.
OR
b) Explain the techniques of nominal-the-best and target-the-best methods of TQM.
- 9 a) Describe the problem solving approach of six sigma.
OR
b) Explain six sigma metrics in detail.
- 10 a) Elucidate the model to measure service quality programs.
OR
b) Give a critical note of TQM in banks.
