

Roll No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Total No. of Pages : 02

Total No. of Questions : 15

**MBA (2015 to 2017) (Sem.-3)**  
**TOTAL QUALITY MANAGEMENT**

Subject Code : MBA-942

M.Code : 70750

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying EIGHT marks.

**SECTION-A**

1. What are objectives of TQM?
2. What is Fishbone Diagram?
3. Define Statistical Quality Control.
4. Discuss Change Management.
5. What are the categories of quality costs?
6. Define Six-sigma.

**SECTION B****UNIT-I**

7. What is Quality Function Deployment? Discuss with the help of a suitable example.
8. What is benchmarking? Explain Pareto Diagram with the help of a suitable example.

**UNIT-II**

9. What is customer focus ? Discuss continuous improvement process in details.
10. Discuss Design for Quality in detail.

**UNIT-III**

11. Discuss Quality Circles in detail.
12. Explain Statistical Quality Control in detail.

**UNIT-IV**

13. What is cost of poor quality? Discuss supplier's quality assurance systems in detail.
14. Discuss ISO 9001:2000 series of standards.

**SECTION-C****15. Case Study:****Ethical Dilemma**

Scheduling people to work second and third shifts (evening and "graveyard") is a problem in almost every 24-hours company. Medical and ergonomic data indicates the body does not respond well to significant shifts in its natural circadian rhythm of sleep. Also, there are also significant long-run health issues with frequent changes in work and sleep cycles.

Consider yourself the manager of nonunion steel mill that must operate 24-hours days, and where the physical demands are such that 8-hour days are preferred to 10-hours or 12-hour days. Your empowered employees have decided that they want to work weekly rotating shifts. That is, they want a repeating work cycle of 1 week, 7am to 3pm, followed by second week from 3pm to 11pm, followed by third week from 11pm to 7am. You are sure that this is not good idea in terms of both productivity and the long-term health of employees. If you don't accept their decision, you undermine the work empowerment program, generate a morale issue, and perhaps, more significantly, generate few more votes for a union.

***Question :***

Q1. What is the ethical position and what do you do?

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**