



PAPER ID-310288

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Subject Code: KMB1504

Roll No:

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**MBA-INT
(SEM V) THEORY EXAMINATION 2023-24
TOTAL QUALITY MANAGEMENT**

TIME: 3 HRS

M.MARKS: 100

5. Attempt any one part of the following: 10 x 1 = 10

a.	Discuss the guidelines of Quality Management System.	10
b.	Explain cost of quality. Also discuss the main components of cost of quality.	10

6. Attempt any one part of the following: 10 x 1 = 10

a.	Define Crosby's contributions in total quality management.	10
b.	Elaborate six sigma concepts of process capability. What are the steps involved in the application of six sigma?	10

7. Attempt any one part of the following: 10 x 1 = 10

a.	Explain the different steps of FMEA. Also explain the requirements of reliability of FMEA.	10
b.	Describe the concept of Quality Audits. Why quality audits are important in any organization?	10

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