PAPER ID-310724

Roll No: | | | | | | | | | | | | |

MBA-INT
(SEM V) THEORY EXAMINATION 2024-25
TOTAL QUALITY MANAGEMENT

TIME: 3 HRS   **M.MARKS: 100**

Note: Attempt all Sections. In case of any missing data; choose suitably.

SECTION A

1. **Attempt *all* questions in brief.**   **2 x 10 = 20**

Q no.	Question	CO	Level
a.	Define the concept of Quality.		
b.	What do you mean by cost of quality?		
c.	What is meant by customer perception of quality?		
d.	Give three benefits of customer satisfaction.		
e.	What are the crucial elements of total quality according to feigenbaum?		
f.	Give the purpose of statistical process control.		
g.	What is failure rate?		
h.	What is benchmarking?		
i.	What is meant by quality audits?		
j.	What are the needs for ISO 9000?		

SECTION B

2. **Attempt any *three* of the following:**   **10 x 3 = 30**

a.	What are the types of quality? Discuss the vision, mission and policy statements in detail.		
b.	Explain the contribution of Dr. Deming in quality Management.		
c.	Discuss the significance of Six Sigma in quality management.		
d.	Explain quality function deployment process.		
e.	What is TQM culture? Discuss the elements for developing such a culture.		

SECTION C

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

a.	What do you mean by TQM Framework? Why customers' Perception is important to develop quality framework?		
b.	What are the various strategies for customer retention? Elucidate.		

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

a.	Discuss the concept of quality loss function given by Taguchi in detail.		
b.	What are the components of 5s principle? Explain the significance of 5s principles in detail.		

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

a.	What is an SPC system? Discuss the significance of statistical process control.		
b.	Explain the principles and applications of Business process re-engineering.		

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6.	**Attempt any *one* part of the following:**	**10 x 1 = 10**	
a.	Discuss the 7 old statistical tool of quality.		
b.	What is Failure Mode Effect Analysis (FMEA)? Discuss the stages of FMEA.		

7.	**Attempt any *one* part of the following:**	**10 x 1 = 10**	
a.	What is meant by motivation? Discuss various type of motivating people.		
b.	Explain the different purposes of quality audits. Discuss various types of quality audits.		