Question Paper Code : 70162

M.B.A. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2019

First Semester

BA5107 – TOTAL QUALITY MANAGEMENT

(Regulations 2017)

Time : Three Hours   Maximum : 100 Marks

Answer ALL questions

PART – A   (10×2=20 Marks)

1. Define quality.

2. What is cost of quality ?

3. What is quality circle ?

4. What is meant by deming cycle ?

5. What is six sigma ?

6. Write a note on TMP.

7. Define benchmarking.

8. What is quality council ?

9. Write a note on need for ISO.

10. What is quality audit ?

PART – B   (5×13=65 Marks)

11. a) Explain the various dimensions of quality.

          (OR)

    b) Explain the elements of TQM.

12. a) Explain Japanese 5S principles.

          (OR)

    b) Explain the Deming 14 points to quality management.

13. a) Explain the benefits and limitations of reengineering process.

(OR)

b) What is control chart ? Explain its types.

14. a) Expand FMEA. List down the stages of FMEA.

(OR)

b) Explain the features of QFD.

15. a) Explain the benefits and obstacles of TQM framework.

(OR)

b) Explain the significant and benefits of ISO 14000.

PART – C   (1×15=15 Marks)

16. a) Explain the concept of cost of quality in detail.

(OR)

b) Explain the Japanese 8D methodology.

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