M.B.A. DEGREE EXAMINATION, NOVEMBER 2023

Third Semester

Faculty of Management Science

ELECTIVE - MB830302 - TOTAL QUALITY MANAGEMENT

2019 Admission Onwards

985A6EE9

Time: 3 Hours   Maximum Marks: 60

Part A

*Answer any **five** questions. Each question carries **2** marks.*

1. Define any one strategy of TQM.

2. What is quality according to Juran?

3. What is the use of prioritization matrices?

4. What is Taguchi quality loss function?

5. Who is a champion in six sigma?

6. Who constituted Malcom Baldridge National Quality Award?

7. ISO 14000 is special certification.Why?

(5×2 = 10 Marks)

Part B

*Answer any **five** questions. Each question carries **6** marks.*

8. Explain TQM triangle

9. Explain the benefits of SQC

10. Explain about training for Benchmarking

11. Explain the basic Principles of a QFD.

12. Explain the significance of Six sigma in industry

13. Elaborate the concept of SIPOC

14. What are the various types of quality audits.Elaborate?

Part C

*Answer any **two** questions. Each question carries **10** marks.*

Question number 17 is compulsory .

15. A problem related to quality occurred in a manufacturing firm. Find the cause of the problem and analyze in detail using anyone of the quality tools.

16. Explain quality information feedback.

Compulsory Question

17. Total Quality Management has lost its importance. Total Productive Maintenance has taken over it'- Discuss. Justify your argument with industrial examples

(2×10 = 20 Marks)