

Roll No.....

Total No. of Printed Pages: [01]

Total No. of Questions: [10]

MBA (Semester – 4th)
TOTAL QUALITY MANAGEMENT
Subject Code: MBADD5421
Paper ID: [20260177]

Time: 03 Hours

Maximum Marks: 60

Instruction for candidates:

1. Section A consists of 10 compulsory short notes of two marks each.
2. Section B consists of Four Units (Unit – I, II, III & IV). Each unit contains two questions of 8 marks each. Student has to attempt one question from each unit.
3. Section C (8 Marks): A short Case Study related to the syllabus.

Section – A

(2 marks each)

- Q1. Attempt the following:
- a) What is tree diagram?
 - b) Explain the force field analysis.
 - c) What is seven w?
 - d) Explain the term TQM.
 - e) What is JIT?
 - f) What is BPR?
 - g) What is QFD?
 - h) What is self-development?
 - i) What is run chat?
 - j) What is fishbone diagram?

Section – B

(8 marks each)

UNIT-I

- Q2. Explain the term TQM and History and objectives of TQM.
- Q3. What is BPR and IT business process management?

UNIT-II

- Q4. What is Team work & barriers to team work?
- Q5. Explain the process of measuring customer satisfaction.

UNIT-III

- Q6. Explain FMEA, and scatter diagram.
- Q7. Explain fishbone diagram, and check sheet, and flow chart.

UNIT-IV

- Q8. What is empowerment and self-development, explain the concept of Education and training.
- Q9. Explain the significance of ISO 9000 and why it's required?

Section – C

(8 marks)

- Q10. "Total quality management allows the company to look at their management system as a whole entity — not just an output of the quality department," she says. "Total quality means the organisation looks at all inputs, human resources, engineering, production, service, distribution, sales, finance, all functions, and their impact on the quality of all products or services of the organisation. TQM can improve a company's processes and bottom line."
- a. What is Awareness of quality?
 - b. Why companies should implement six sigma?