

16/11/2020

Code No. 12047

FACULTY OF MANAGEMENT

M.B.A. II – Semester (CBCS) Examination, November 2020

Subject: Total Quality Management

**Paper – MBA – 205 – I
Open Elective – IV**

Time: 2 Hours

Max. Marks: 80

PART – A

Note: Answer any four questions.

(4x5 = 20 Marks)

- 1 Quality Dimensions
- 2 JIT and Kaizen
- 3 SPC
- 4 Objectives of Six Sigma
- 5 Types of Mutual Fund

PART – B

Note: Answer any four questions.

(4x15 = 60 Marks)

6. Bring out costs and benefits of TQM with examples.
7. Elucidate the quality system awards and guidelines prescribed by ISO.
8. Explain how process mapping is done along with its merits and limitations.
9. Explain the components of 5 Whys and 5 Ss tools of TQM.
10. Examine the design by Monte Carlo Technique of TQM.
11. Narrate any three TQM methods of Taguchi.
12. Explain the roles and responsibilities of Six Sigma organization.
13. What are the costs and benefits of Six Sigma?
14. Bring out the framework needed for improving service quality in healthcare industry.
15. Explain the metrics used to measure the service quality of financial services firms.
