

FACULTY OF MANAGEMENT
MBA (CBCS) III - Semester Examination, August 2023
Subject: Total Quality Management
Paper No. MB - 303

Time: 3 Hours

Max. Marks: 80

PART – A

Note: Answer all the questions.

(5 x 4 = 20 Marks)

1. Quality assurance
2. Radar Chart
3. Orthogonal Arrays
4. First path yield
5. Importance of TQM in service sector

PART – B

Note: Answer all the questions.

(5 x 12 = 60 Marks)

6. (a) Write the evolution and growth of Total Quality Management?
(OR)
(b) Explain the purposes and objectives of European foundation for quality management model?
7. (a) What is process capability and how it is measured?
(OR)
(b) Explain the Five S's Principle of TQM?
8. (a) What is Quality Function Deployment and explain its process?
(OR)
(b) What is Bench marking and explain the types of Bench marking?
9. (a) Explain the role and responsibility of six sigma in Total Quality Management?
(OR)
(b) Discuss in detail about DMAIC model?
10. (a) Explain the service quality measurement models?
(OR)
(b) Explain the issues in implementation of TQM at Health care sector?