

Roll No.

Exam Code : J-19

Subject Code—0237

M.B.A. EXAMINATION

(Batch 2009 to 2017)

(Third Semester)

TOTAL QUALITY MANAGEMENT

POM-324

Time : 3 Hours

Maximum Marks : 70

Section A

Note : Attempt any *Seven* questions. **7×5=35**

1. Juran's Quality Philosophy.
2. Kaoru Ishikawa Quality Philosophy.
3. Types of Cost of Quality.
4. Determinants of the Quality of Purchase Materials.

(2-77-11-0119) J-0237

P.T.O.

5. Customers and their needs for the success of Total Quality Management.
6. Cause-and-Effect Diagram
7. Importance of Quality Policy
8. Benefits of JIT philosophy
9. Quality Audit
10. Benefits of the ISO 9000.

Section B

Note : Attempt all the questions.

11. What do you mean by statistical process control? How control charts are helpful in quality control?

Or

“Total Quality Management is mainly concerned with continuous improvement in all works and functional activities of an organisation.” Elaborate the statement and give brief introduction of the approaches to total quality management. **12**

12. State Deming's system of profound knowledge. How Deming's 14 principles are helpful in the quality management in IT industry?

Or

What is the importance of receiving and incoming quality inspection? How to conduct quality inspection of incoming materials and parts? **12**

13. Define business process re-engineering. Elaborate the procedure of business process re-engineering.

Or

What is total productivity management? Elaborate any *two* quality tools used in total productivity management. **11**