

Roll No.

Exam Code : J-19

Subject Code—0263

M.B.A. EXAMINATION

(Batch 2018 Onwards)

(Third Semester)

TOTAL QUALITY MANAGEMENT

POM-324

Time : 3 Hours

Maximum Marks : 70

Note : Attempt *Five* questions in all. Q. No. **1** is compulsory. All questions carry equal marks.

1. Write short notes on the following : **7×2=14**

- (a) Define quality according to consumers' point of view.
- (b) Juran's philosophy of quality management.

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- (c) Define Total Quality Management
- (d) Quality Policy
- (e) Total Productivity Maintenance
- (f) Description of quality of Purchased Material
- (g) Test of Significance.

Unit I

- 2. What do you mean by cost of quality ? What are the parameters covered while measuring the cost of quality ? **14**
- 3. Give brief introduction of the approaches to total quality management. **14**

Unit II

- 4. Write Philp Crosby's contribution in total quality management. **14**
- 5. Explain Deming's concept of total quality management. Discuss the strengths and weaknesses of Deming's philosophy. **14**

Unit III

- 6. Define Just-in-Time. What are the advantages and limitations of Just-In-time ? **14**
- 7. What are role of quality audit in total quality management ? **14**

Unit IV

- 8. What is the role of inspection, test and measurement in total quality management ? **14**
- 9. What do you mean by control charts ? What are the attributes of control charts ? **14**