

**FACULTY OF MANAGEMENT**

**M.B.A. III – Semester (OLD) & (Evening) Examination, May / June 2019**

**Subject: Total Quality Management**

**Course No. 3.1**

**Time: 3 Hours**

**Max. Marks: 80**

**Note: Answer all the questions.**

**PART – A (10x2 = 20 Marks)  
[Short Answer Type]**

**1. Answer the following in not more than 75 words.**

- a) SQC
- b) QA
- c) ISO
- d) EFQM
- e) Kaizen
- f) Network Diagram
- g) Radar Chart
- h) DMAIC Model
- i) ABC
- j) Fine S's.

**PART – B (5x12 = 60 Marks)  
[Essay Answer Type]**

**Note: Answer all the questions by using internal choice.**

- 2 a) What are the parameters of Malcolm Baldrige National Quality award. State its applicability.  
**OR**  
b) Explain the tools of TQM.
- 3 a) Describe the PDCA cycle for problem solving.  
**OR**  
b) Explain the cost of benefits of six sigma in TQM.
- 4 a) Describe the organizational framework in improving service quality.  
**OR**  
b) Discuss the pros and cons of TQM in Health Care Services.
- 5 a) Discuss all about TQM in Financial Services.  
**OR**  
b) State the role of quantitative techniques in TQM.

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- 6 a) Represent the following data by a histogram.

Month	No. of Students	Month	No. of Students
0 – 10	8	50 – 60	60
10 – 20	12	60 – 70	52
20 – 30	22	70 – 80	40
30 – 40	35	80 – 90	30
40 – 50	40	90 – 100	5

OR

- b) There are six departments in a production firm. The number of errors in each of the departments in a week are given below:

Departments	No. of errors
Cutting	144
Welding	132
Soldering	168
Grinding	116
Moulding	98
Winding	72

Present the data in a Pareto's Chart and offer your comments.

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