**Code No.**

**METHODIST COLLEGE OF ENGINEERING & TECHNOLOGY**

**(An Autonomous Institution)**

**M.B.A II-Semester (Regular) Examination, september-2022**

**Subject: TOTAL QUALITY MANAGEMENT**

**Time: 3 hours Max.Marks:60**

**PART-A**

**Answer All the questions. 5 x 2 = 10 Marks**

**1 a Quality Circles**

**b Benchmarking**

**c Tolerance design**

**d PDCA Cycle**

**e DMAIC**

**PART-B**

**2 a Define TQM and briefly explain the evolution of TQM.**

**b List out the difference between conventional quality management and total quality**

**management.**

**3 a Explain the cause and effect analysis of Ishikawa and its advantages.**

**b. What is Just-in-Time (JIT) ? What are the elements of JIT?**

**4 a Discuss about application of FMEA . What are the benefits and pitfalls of FMEA?**

**b Explain the following Taguchi methods briefly**

1. **Quality Loss Function 2. Orthogonal Arrays 3. Signal-to-Noise Ratio**

**5 a State the objectives of six sigma.**

**b What are the benefits and costs of six sigma?**

**6 a Discuss in detail the framework for improving Service Quality**

**b Discuss TQM implementation in Banks.**

**7 a Explain the evaluation process of Malcolm Baldrige National Quality Award.**

**b What are the steps involved in the implementation of Continuous Improvement**

**approach?**

**8 a Explain various types and levels of benchmarking.**

**b Discuss in detail about tools used in six sigma.**

**9 a Define Service quality and write in detail about service determinants.**

**b Explain five dimensions of service quality.**