**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. Quality Circles**

**2. Benchmarking**

**3. Tolerance design**

**4. PDCA Cycle**

**5. DMAIC**

**PART-B 5 x 10 = 50 Marks**

**1. a) Define TQM and briefly explain the evolution of TQM.**

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

**management.**

**2. 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?**

**3. 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**

**4. a) State the objectives of six sigma.**

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

**5. a) Discuss in detail the framework for improving Service Quality**

**b) Discuss TQM implementation in Banks.**

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

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

**approach?**

**7. a) Explain various types and levels of benchmarking.**

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

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

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

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