**Code No.MB204C**

**METHODIST COLLEGE OF ENGINEERING & TECHNOLOGY**

**(An Autonomous Institution)**

**M.B.A II-Semester (Supplementary) Examination, FEB-2024**

**Subject: Total Quality Management**

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

**Note: Missing data, if any, maybe suitably assumed.**

**PART-A**

**Answer all the questions.(05X2M=10M)**

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| --- | --- | --- | --- | --- |
| **Q.No** | **Questions** | **Marks** |  |  |
| 1 a | Define TQA  | 2 |  |  |
|  b | Define JIT | 2 |  |  |
|  c | Explain designs of Experiment (DOE) | 2 |  |  |
|  d | Analyze Six sigma Metrics  | 2 |  |  |
|  e | Appraise Quality Dimensions of a investment company | 2 |  |  |
|  |  |  |  |  |

**PART-B**

**Answer Any Five questions. (5X10M=50M)**

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| Q.No. |  | **Questions** | Marks |  |  |
| 2 | a | Explain the historical perspective of TQM  | 10 |  |  |
| b | Identify the role of EFQM  |  |  |  |
| 3 | a | Analyze the process mapping and regression analysis in TQM  | 10 |  |  |
| b | Discuss PDCA cycle of TQM  |  |  |  |
| 4 | a | Assess activity-based costing | 10  |  |  |
| b | Appraise failure mode effect Analysis (FMEA) technique of TQM |  |  |  |
| 5 | a | Elaborate the objectives of six sigma  | 10  |  |  |
| b | Evaluate the benefits of six sigma  |  |  |  |
| 6 | a | Discuss the framework needed for improving service quality in health care industry  | 10  |  |  |
| b | Elucidate the model to measure service quality program  |  |  |  |
| **7** | **a** | Summarize the customer and supplier focus in TQM  | 10 |  |  |
| **b** | Explain forced field analysis  |  |  |  |
| **8** | **a** | Evaluate the importance of balanced score card in TQM  | 10  |  |  |
| **b** | Appraise the Importance of Bench marking in TQM |  |  |  |
| **9** | **a** | Discuss about the tools Run charts, scatter diagram application in TQM  | 10 |  |  |
| **b** |  Appraise the framework for improving the service quality in mutual funds |  |  |  |

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