**Code No.MB204C**

**METHODIST COLLEGE OF ENGINEERING & TECHNOLOGY**

**(An Autonomous Institution)**

**M.B.A II-Semester (Supplementary) Examination,AUGUST-2023**

**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)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Q.No** | **Questions** | **Marks** |  |  |
| 1 a | Define TQA  | 2 |  |  |
|  b | Explain JIT Technique of TQM | 2 |  |  |
|  c | Illustrate Signal- to- noise ratio  | 2 |  |  |
|  d | Analyze Six sigma Metrics  | 2 |  |  |
|  e | Appraise Quality Dimensions of a Hotel  | 2 |  |  |
|  |  |  |  |  |

**PART-B**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 | Examine the design by Monte Carlo Technique of TQM  | 10  |  |  |
| b | Appraise three TQM methods of Taguchi  |  |  |  |
| 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** | Compare conventional quality Management versus TQM  | 10 |  |  |
| **b** | Explain the importance of quality circles in an organization  |  |  |  |
| **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** |  Assess the importance of TQM in Banks  |  |  |  |

**\*\*\*\*\*\***