**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)**

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| **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 |  |  |
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**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 | 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 |  |  |  |

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