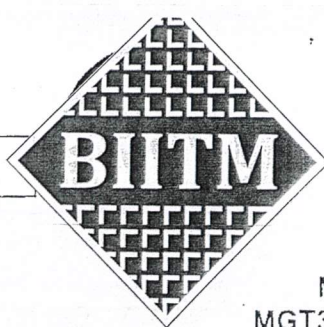


Registration no:

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Total Number of Pages:

13

MB/  
MGT304I

3<sup>rd</sup> Semester Regular/ Back Examination – 2015-16

Total Quality Management

BRANCH(S): MBA

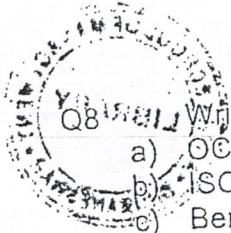
Time: 3 Hours

Max marks: 70

Q.CODE: T563

Answer Question No.1 which is compulsory and any five from the rest.  
The figures in the right hand margin indicate marks.

- Q1 Answer the following questions: (2 x 10)
- What are the elements of TQM?
  - List the dimension of quality.
  - Write an example of quality statement.
  - Why is quality required in product and service today?
  - Define the term "Quality Loss Function".
  - What are the big losses avoided by TPM?
  - What is ISO certification scheme?
  - State the significance of quality circle.
  - Mention any four traditional tools of quality.
  - Which type of control chart is used for attributes?
- Q2 Explain the relevance of six sigma concept in achieving quality output in a process. Discuss in details (when, how, where) six sigma is to be implemented with suitable example. (10)
- Q3 Describe the Deming's fourteen points for the improvement of quality management and compare it with Juran philosophy. (10)
- Q4 The balls for ball bearings are inspected by attributes. A sample of 100 is inspected daily for continually 10 days. The samples are taken randomly from the daily production of 1000 balls. Compute the control limits for p-chart based on the following data. (10)
- | Date      | 1  | 2  | 3 | 4  | 5 | 6  | 7  | 8  | 9 | 10 |
|-----------|----|----|---|----|---|----|----|----|---|----|
| Rejection | 18 | 12 | 6 | 15 | 2 | 20 | 14 | 10 | 8 | 6  |
- Q5 a) What is the role of senior management commitment in the implementation of quality system? (5)
- b) What are the obstacles to TQM implementation? Explain. (5)
- Q6 a) How is Kaizen practiced in workplace? Give an Example. (5)
- b) Explain the seven step plan to establish the TPM in an organization in detail. (5)
- Q7 a) List and explain the elements of ISO 9000 quality system. (5)
- b) Explain in details about defects and its control chart. (5)



(5 x 2)

Write Short Notes (Any Two)

- a) OC Curve
- b) ISO 14000
- c) Benchmarking Process
- d) Quality Cost