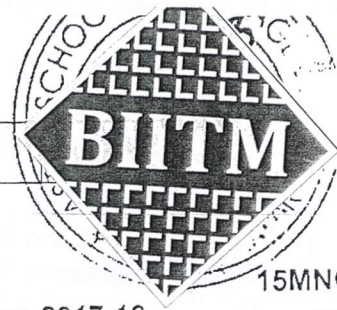


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Total Number of Pages: 02

MBA
15MNG305E

3rd Semester Regular Examination 2017-18

Total Quality Management (TQM)

BRANCH : MBA

Time: 3 Hours

Max Marks: 100

Q.CODE: B688

Answer Question No.1 and 2 which are compulsory and any four from the rest.
The figures in the right hand margin indicate marks.

Q1 Answer the following questions :

(2x10)

- a) Zero defect in manufacturing is the goal of -----A fish bone diagram is also known as ----- diagram.
- b) Inspection, scrap, and repairs are examples of ----- cost. Cost of training is an example of ----- cost of quality.
- c) The quality of performance depend upon -----and -----.
- d) The various components of Juran's trilogy are quality Planning,-----and -----.
- e) The control chart for number of defects per unit is called-----chart, number of defects per sample is called----- chart.
- f) The number of items in a lot is called as ----- while the number of items in a sample is called as-----.
- g) The three parameters of the single sampling are lot size,----- and -----.
- h) QCs are small groups of employees whose lower limit is -----and upper limit is -----.
- i) The concept of Six Sigma was evolved by -----and Zero defect was evolved by -----.
- j) 5 s campaigns are Seri, Seiton, Seiso,----- and -----.

(2x10)

Q2 Answer the following Questions :

- a) List out any four barriers to TQM implementation.
- b) What are the phases of a continuous process improvement cycle?
- c) What is quality vaccine? Explain.
- d) Explain how quality circles are organised.
- e) Explain benefits of ISO 14000.
- f) Explain the criteria used for Deming Award.
- g) Explain the concept of cost of quality.
- h) What is SPC? Explain why it is used.
- i) Explain the different types of bench marking?
- j) Explain the benefits of six sigma.

Q3 a) Explain briefly the Deming's Quality Philosophy.
b) Explain briefly the Crosby's Quality Philosophy

(7.5)
(7.5)

Q4 a) What is quality policy? What are the steps involved in preparing a quality policy?
b) Why integration of ISO 9000 and ISO 14000 are needed.

(7.5)
(7.5)

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- Q5 a) From the following data, calculate control limits for Mean chart and Range Chart. Plot the control chart and comment. (7.5)

Lot No.	No. Of defectives	Lot No.	No. Of defectives
1	5	11	7
2	4	12	6
3	3	13	3
4	5	14	5
5	4	15	4
6	6	16	2
7	9	17	8
8	15	18	7
9	11	19	6
10	6	20	4

Determine the control limits of p charts and state whether the process is in control.

- b) Write short notes on Double Sampling Plan. (7.5)
- Q6 a) What is FMEA? Explain the process of FMEA and also explain the advantages of FMEA. (7.5)
- b) Explain different types of bench marking and also explain what are the reasons for benchmarking? (7.5)
- Q7 a) What are the tools and techniques involved in KAIZEN? Explain. (7.5)
- b) Explain the role of different team members in six sigma. (7.5)
- Q8 a) Explain benefits of ISO 9000 certified Company (7.5)
- b) Explain basic structure of House of quality. (7.5)