

M.B.A. (CBCS Pattern) Semester-III
SP02 / PCB3EG2 - Total Quality Management

P. Pages : 1

Time : Three Hours



GUG/W/24/10714

Max. Marks : 70

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- Notes : 1. Attempt **any five** questions.
2. All questions carry equal marks.

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| 1. | What do you mean by Quality? Discuss Quality Planning. | 14 |
| 2. | Discuss Quality Philosophy of Genich Taguchi. | 14 |
| 3. | What is TQM? What Does TQM Cover? | 14 |
| 4. | Explain Guiding principles of TQM. | 14 |
| 5. | Discuss Pareto Diagrams and Scatter Diagrams. | 14 |
| 6. | Describe Benchmarking Process in detail. | 14 |
| 7. | What is Quality Function Deployment (QFD)? Discuss its process. | 14 |
| 8. | What is FMEA? Discuss its Stages. | 14 |
| 9. | Discuss Value Analysis and Value Engineering. | 14 |
| 10. | Write short notes on any two . | 14 |
| | a) Managerial Perspective to TQM | |
| | b) Concept of six sigma | |
| | c) Poka-Yoke | |
| | d) Need for BPR. | |
