

M.B.A. (CBCS Pattern) Sem-III
PCB3EG2 - Total Quality Management

P. Pages : 1

Time : Three Hours



GUG/W/22/10714

Max. Marks : 70

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

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| 1. | Define quality and discuss briefly the various dimensions of quality. | 14 |
| 2. | Explain quality philosophy of Deming and Joseph Juran. | 14 |
| 3. | What is TQM? Discuss managerial perspective to TQM. | 14 |
| 4. | Describe statistical process control and quality improvement techniques in detail. | 14 |
| 5. | What is Benchmarking? Discuss the reasons and process of Benchmarking. | 14 |
| 6. | What is QFD? Explain the process and benefits of QFD. | 14 |
| 7. | Discuss the role of value analysis and value engineering in quality improvement system. | 14 |
| 8. | What is BPR? Explain need for BPR. | 14 |
| 9. | "Kaizen is the practice of continuous improvement". Elaborate. | 14 |
| 10. | Write short notes on any two :- | 14 |
| | a) Principles of TQM. | |
| | b) Total productive maintenance. | |
| | c) Poka-Yoke. | |
| | d) BPR in USA. | |
