

M.B.A.- II (CBCS Pattern) Semester-III  
**PCB3EG2 - Total Quality Management**

P. Pages : 1

Time : Three Hours



**GUG/S/25/10714**

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 Total Quality Management. What are barriers to implement TQM.                           | 14 |
| 2.  | Explain in details 'Quality Planning' & 'Quality Cost'.  | 14 |
| 3.  | What are the 14 steps offered by the Philip Crosby that can guide firms in pursuing quality Improvement.   | 14 |
| 4.  | Discuss the concept of Six Sigma in details.   | 14 |
| 5.  | "Kaizen is the practice of continuous improvement". Elaborate.   | 14 |
| 6.  | Define control chart. What is the use of control charts? What are the elements of control charts? Explain. | 14 |
| 7.  | Explain quality function development process in details.   | 14 |
| 8.  | Discuss the role of value analysis and value engineering in Quality improvement.                           | 14 |
| 9.  | Discuss the need for business process reengineering in India.  | 14 |
| 10. | Write notes on any two.  | 14 |
|     | a) FMEA  |    |
|     | b) Poka-Yoke   |    |
|     | c) Joseph Juran Philosophy of quality  |    |
|     | d) Genich Taguchi Philosophy of quality  |    |

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