

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

P. Pages : 1

Time : Three Hours



GUG/S/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. | Explain Philip cross by philosophy for quality improvement. | 14 |
| 2. | Describe principles and managerial perspective of TQM. | 14 |
| 3. | Elaborate the concept of six sigma in brief. | 14 |
| 4. | Describe Quality improvement Techniques for maintaining quality. | 14 |
| 5. | Explain Benchmarking and its process. Give suitable examples. | 14 |
| 6. | What is FMEA? Write the stages involved in FMEA. | 14 |
| 7. | “Kaizen is the practice of continuous improvement”. Elaborate. | 14 |
| 8. | Explain in detail value Engineering in quality improvement system. | 14 |
| 9. | What is Business process Reengineering? Discuss the need for BPR. | 14 |
| 10. | Write a short note on any two . | 14 |
| | a) Quality Function Development (QFD) Process. | |
| | b) Genich Taguchi Philosophy of quality. | |
| | c) Total productive maintenance. | |
| | d) Lean. | |
