

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

P. Pages : 1

Time : Three Hours



GUG/W/23/10714

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 is quality? Explain the quality planning, quality costs. | 14 |
| 2. | What is TQM? Explain the guiding principles of TQM. | 14 |
| 3. | Discuss managerial perspective of TQM. | 14 |
| 4. | Define control chart. What is the use of control charts? What are the elements of control charts? Explain. | 14 |
| 5. | Six Sigma concepts can be applied to non-manufacturing processes. Do you agree with this statement? Justify your answer with suitable example. | 14 |
| 6. | What is Benchmarking? Discuss the reasons of benchmark and process of benchmarking. | 14 |
| 7. | How kaizen is practiced in work place elaborate with example. | 14 |
| 8. | Explain quality function development process in details. | 14 |
| 9. | What is BPR? Explain the need for BPR in India. | 14 |
| 10. | Write detail note on any two . | 14 |
| | a) Pareto Diagrams. | |
| | b) FMEA. | |
| | c) Taguchi's Quality Loss function. | |
| | d) Quality Function Deployment (QFD). | |
