

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 <b>any two</b> .  | 14 |
|     | a) Pareto Diagrams.  |    |
|     | b) FMEA.   |    |
|     | c) Taguchi's Quality Loss function.  |    |
|     | d) Quality Function Deployment (QFD).  |    |

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