

M.B.A.(with Credits)-Regular-Semester 2012 Sem. III  
**MBA238G - Total Quality Management**

P. Pages : 1

Time : Three Hours



**GUG/W/16/3025**

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. What are the various dimensions of quality and quality cost?                          | 14 |
| 2.  | Explain Joseph Juran Philosophy of quality.   | 14 |
| 3.  | What is TQM? Explain guiding principles of TQM.   | 14 |
| 4.  | Elaborate the concept of six sigma in brief.  | 14 |
| 5.  | What is statistical process control? Explain the various control charts for variables and attributes. | 14 |
| 6.  | Explain Benchmarking and its process. Give suitable examples.   | 14 |
| 7.  | What is FMEA? Elaborate its stages.   | 14 |
| 8.  | Discuss 'quality circles' in details.   | 14 |
| 9.  | What is BPR? Explain its need. Discuss BPR in India.  | 14 |
| 10. | Write short notes on <b>any two</b> .   | 14 |
|     | a) Kaizen   |    |
|     | b) Poka – yoke  |    |
|     | c) Genich Taguchi Philosophy of quality.  |    |
|     | d) Managerial perspective to TQM.   |    |

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