

FACULTY OF MANAGEMENT
M.B.A. III – Semester Examination, December 2013

Course No. – 3.1 : Total Quality Management

Time : 3 Hours

Max. Marks: 80

Note : Answer All questions.

PART – A (10x2=20 Marks)

1. Write short notes on the following in about 75 words each and at one place only.
- (a) What are the connotations of quality?
 - (b) What are the benefits of TQM?
 - (c) What are the tools of TQM?
 - (d) Process Mapping
 - (e) Activity Based Costing
 - (f) Tolerance Design
 - (g) Concept of six sigma
 - (h) DMAIC Model
 - (i) Benefit of six sigma
 - (j) TQM in Healthcare Services

PART – B (5x12=60 Marks)

Answer all the questions using the internal choice .

- 2.(a) Explain the conventional Quality Management and Total Quality Management.
- OR**
- (b) What are the characteristics of MBNQA Award? Explain.
- 3.(a) Fit a regression line $Y = a + bX_i$ by the method of least square to the following sample information.

Observations	1	2	3	4	5	6	7	8	9	10
Income (X) Consumption('00Rs.)	41	65	50	57	96	94	110	30	79	65
Expenditure (Y))'00Rs.)	44	60	39	51	80	68	84	34	55	48

OR

- (b) Write a note on control tools used in TQM.
- 4.(a) What is Failure Mode Effect Analysis and explain its components and benefits.
- OR**
- (b) What is the Taguchi method? Explain.
- 5.(a) Explain the concept and objectives of six sigma and how it resolve the problem of quality.
- OR**
- (b) Discuss the benefits and costs of six Sigma.
- 6.(a) What are various steps involved in implementation of TQM in service sector?
- OR**
- (b) Enumerate the problems in implementation TQM in financial sector.
