Reg. No. : ☐☐☐☐☐☐☐☐☐☐☐☐☐

Question Paper Code : 91103

M.B.A. DEGREE EXAMINATION, JANUARY 2012.

First Semester

BA 9203 — TOTAL QUALITY MANAGEMENT

(Regulation 2009)

Time : Three hours   Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define quality planning. — 5
2. What is cost of quality. — 1
3. Write a short note on Taguchi loss function — 2
4. Define PDSA cycle. — 2
5. State the objectives of control charts. — 3
6. What is re-engineering? — 3
7. Draw house of quality diagram. — 4
8. State the different types of benchmarking. — 4
9. List the stages of auditing. — 5
10. Define the term quality system. — 5

PART B — (5 × 16 = 80 marks)

11. (a) Explain the various techniques used to analyse quality cost. — 1

                                                                                    (16)

Or

    (b) Write notes on the following :
        (i)   Cost of prevention
        (ii) Cost of appraisal
        (iii) Cost of internal Failure   — 1
        (iv) Cost of external Failure.   (16)

12. (a) Explain all the elements in 5S principle and also the implementation procedure of 5S in a manufacturing company. _ 2   (16)

Or

(b) Explain the quality principles of Deming. _ 2   (16)

13. (a) (i) Explain various methods that are used for graphical representation of a frequency distribution. _ 3   (12)

(ii) Explain the control chart patterns. _ 3   (4)

Or

(b) (i) Describe in detail the steps/phases of achieving the six sigma state and the need for six sigma implementation. _ 3   (12)

(ii) Write a short note on statistical process control. _ 3   (4)

14. (a) Explain quality function deployment. _ 4   (16)

Or

(b) Explain the seven new management tools. _ 4   (16)

15. (a) (i) What are all documents to be prepared for quality system?   (12) _ 5

(ii) Why are quality systems required?   (4)

Or

(b) Discuss quality auditing in detail. _ 5   (16)

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