

Roll No.

56072

MBA 2 Yr. 4th Semester (N.S.)

Examination-May, 2015

Total Quality Management

Paper-MBA-403

Time : 3 hours

Max. Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

Note : Section A is **compulsory**. Attempt **one** question from each unit in Section B. All questions carry equal marks.

Section-A

1. (a) What are the roles of a team facilitator?

(b) What are the advantages of bench marking?

- (c) Define loss function.
- (d) Define ISO.
- (e) What is the use of quality auditing?
- (f) What are the benefits of TQM?
- (g) What are the important habits of a quality leader?
- (h) Name a few barriers to Team's progress.

Section-B

Unit-I

2. How do you define TQM? Illustrate with examples the core concepts of TQM. Trace the history of quality movement and pinpoint the critical factors that necessitated the increased emphasis on TQM on the part of production and operations managers.
3. What are the ways by which an organization can make use of customer feedback?

Unit-II

4. (a) Write about the system of recognition and reward followed in an organization.
(b) What are the suggestions to improve the appraisal system?
5. Explain on Juran's ten steps to quality improvement. <http://www.HaryanaPapers.com>

Unit-III

6. What is benchmarking? What are the reasons for benchmarking? Describe the process of benchmarking.
7. (a) How is the cause and effect diagram prepared? Explain with an example.
(b) Discuss the scatter diagram patterns.

Unit-IV

8. What are the benefits of ISO 9000 certification? How does it help improve quality in an organization? Describe the requirements of ISO 9000 certification.
9. What are requirements of Failure Mode and Effect Analysis (FMEA)? Cite the purpose, reliability and process of FMEA.