

**Unit-III**

6. What is benchmarking? What are the reasons for benchmarking? Describe the process of benchmarking.
7. Discuss about the analysis techniques for the quality cost.

**Unit-IV**

8. Write notes on the Malcolm Barrage National Quality Awards.
9. How is FMEA performed? Discuss with an example. Draw the table and give details.

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Roll No. ....

**56072**

**M.B.A. 2 Yr. 4th Sem.  
(N.S.) (Re-appear)  
Examination- December, 2016  
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 is the purpose of Pareto Diagrams ?

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- (b) Differentiate between empowerment and delegation.
- (c) What do you understand by "Supplier rating"?
- (d) List the benefits of team work.
- (e) Why Supplier certification is necessary?
- (f) What is a quality circle?
- (g) Specify the objective of 'Quality policy'.
- (h) List the various clauses of ISO 9000-2000 standard.

**Section-B**

**Unit-I**

2. (a) What are the dimensions of quality?  
How do the dimensions of a quality of a product influence the acceptability ?

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- (b) What are the benefits of TQM?
- (c) Explain the function of quality council.

3. Describe the principles of Total Quality Management - customer focus, continuous improvement and learning, empowerment and team work.

**Unit-II**

4. What are the benefits of employee involvement? Explain briefly how employee empowerment' relate to employee involvement.

5. (a) What is a Team? List the characteristics of a successful team.  
(b) Describe Deming's philosophy for quality improvement.

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