

MBA-193

MSP-61

**M.B.A. DEGREE EXAMINATION –
JUNE, 2010**

Second Year

(AY 2005 – 06 batch onwards)

TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions.

1. Define brainstorming.
2. What are the dimensions of product and service quality?
3. What are control charts?
4. Define six-sigma.
5. What is ISO 9000 standard?

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. State the contributions of Deming and Crosby.
 7. Mention the steps in implementation of ISO – 9000.
 8. Explain the control charts for variables and attributes.
 9. Explain the various quality costs.
 10. Discuss the steps in Benchmarking process.
 11. Outline the various quality improvement tools.
 12. Explain Kaizen. Describe Kaizen process.
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