

**MBA-613****MSP-61**

**M.B.A. DEGREE EXAMINATION –  
JUNE 2008.**

(AY 2005–2006 onwards)

**TOTAL QUALITY MANAGEMENT**

Time : 3 hours

Maximum marks : 75

Answer for 5 marks questions should  
not exceed 2 pages.

Answer for 10/15 marks questions should  
not exceed 5 pages.

**PART A — (3 × 5 = 15 marks)**

Answer any **THREE** questions.

All questions carry equal marks.

1. Explain the concept 'quality in process'.
2. What is strategic quality planning?
3. What do you understand by quality circles?
4. Explain any two factors that link TQM and human resources.
5. What is re-engineering?

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

Each question carries 15 marks.

6. Explain the evolution of TQM concepts? What is its significance today?
7. What is bench marking? Link the various factors that have impact on customer satisfaction through quality process.
8. What are the functions of quality control? Explain different control charts.
9. Is ISO 9000 same as TQM? Justify your answer in detail.
10. Explain productivity and quality. Expand the concept of productivity cost with reference to TQM.
11. Explain the various steps in inspection and quality control. They can be complimentary or supplementary to quality. Describe in detail.
12. What are various objectives of TQM? Explain with examples.

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