

**MBA 813****MSP-61**

**M.B.A. DEGREE EXAMINATION –  
JANUARY 2009.**

(AY 2005-06 batch onwards)

**TOTAL QUALITY MANAGEMENT**

Time : 3 hours

Maximum marks : 75

Answer for 5 marks question should not  
exceed 2 pages.

Answer for 15 marks questions should not  
exceed 5 pages.

**PART A — (3 × 5 = 15 marks)**

Answer any **THREE** questions.

1. Mention any four principles of TQM.
2. Name any four steps involved in six sigma.
3. What does FMEA stand for? Explain.
4. Explain Bench Marking.
5. What are '5S'?

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. (a) Explain 'Cause and Effect' diagram with an example.  
(b) Explain affinity diagram and tree diagram.
7. What are the elements of ISO-9000-2000 Quality System? Explain the steps followed for getting ISO-9000 certification in general.
8. Explain quality function deployment with suitable example.
9. Discuss in detail the several dimensions of product and service quality.
10. What is a control chart? Explain the various types of control charts.
11. What is cost of quality? Explain the different quality costs.
12. Explain any seven quality control tools and their applications in detail.

---