

M.A. DEGREE EXAMINATION, APRIL 2019
I Year II Semester
TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. Quality
2. Total Quality Management
3. Value Engineering
4. Quality Costs
5. Re-engineering
6. Zero Defect
7. ISO 14000
8. Control Charts
9. Quality Leadership
10. Six Sigma Concept
11. 5S Technique
12. Benchmarking

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Explain the Dimensions of Quality
14. Discuss the role of a TQM Leader
15. Illustrate the 7QC tools
16. Briefly explain various methods of Inspection
17. How can an organization promote to have zero defect?
18. Explain ABC Analysis.
19. What are the importance characteristics of a TQM leader?

Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

20. RIMS, a Graduate Business School in India, uncovered major gaps in three of its quality processes. A Cross- Functional team used TQM Principles to improve measures of learning, faculty research and graduate placement. Assurance of the learning measures increased by 80% research productivity rose by more than 5 times, and the quality of graduate placements more than doubled. This team based project was a finalist in ASQs 2010 Education Team Excellent Award process and earned the Award of Distinction. Discuss about the TQM principles and measures taken by the institution for its development.

PART - B

Answer any **TWO** questions

- 21. Elaborate the Demings Philosophy in maintaining TQM in the Organizations.
- 22. Explain in detail the PDSA Cycle
- 23. Discuss in detail the ISO 9001 Requirements of TQM
- 24. Explain about the Standards required to possess ISO 14000 Series in EMS.

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