

B.B.A DEGREE EXAMINATION, EVEN SEMESTER 2021
III Year VI Semester
Total Quality Management

Max.marks :25

Answer any **FIVE** questions ($5 \times 5 = 25$) Marks

1. Explain the dimensions of quality.
2. What are the barriers to TQM implementation?
3. Describe the criteria to evaluate the performance measures.
4. Explain the steps involved to benchmarking process.
5. What are the benefits of ISO?
6. Discuss the various important dimensions of service quality.
7. What are the objectives of the quality council?