

**SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)**

**(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai — 600 044.**

M.A. END SEMESTER EXAMINATIONS NOVEMBER - 2022

SEMESTER - III

20PHRET3002 - Total Quality Management

Total Duration : 2 Hrs 30 Mins.

Total Marks : 60

Section A

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Explain the five views of quality according to Garvin.
2. Describe the principles of TQM.
3. Predict the various metrics used for analysis of defects.
4. Illustrate the steps involved in PDCA.
5. Explain all the elements in 5S.
6. Interpret on the seven habits of highly effective people.
7. Explain the barriers in implementing ISO:14001.
8. Distinguish between Internal Customer and External Customer.

Section B

Part A

Answer any **TWO** questions ($2 \times 10 = 20$ Marks)

9. Describe the phases of Quality Function Development.
10. Prepare a note on the seven basic quality control tools.
11. Discuss the key concepts on which core philosophy of Six-Sigma is based.
12. Examine the core values and concepts in quality leadership.

Part B

Compulsory question ($1 \times 10 = 10$ Marks)

13. Quality system ISO 9000 standard is a stepping stone to TQM. Justify the statement.

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