

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(HRM) END SEMESTER EXAMINATIONS NOVEMBER - 2023

SEMESTER - III

**17PHRCT3A12 - Total Quality Management**

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

### **Section B**

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

1. Explain the dimensions of service quality.
2. Draw the general structure of 'House of Quality'.
3. What is the relationship between Kaizen and management?
4. Discuss the Recent Trends of TQM following in the Industrial Sector of India.
5. Explain Quality Circles and its features.
6. Methods of Inspection.
7. Write short notes on Defect Diagnosis and Prevention.
8. Explain the Principles of Six Sigma in detail.

### **Section C**

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

9. Discuss the elements of quality system ISO 9004:2000.
10. Discuss the fourteen points of Deming's philosophy.
11. What is reliability engineering? Briefly discuss the various methods of reliability engineering.
12. What are the roles of TQM Leaders?

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

13. What are the Seven Habits of Highly Effective People?

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