

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)

CLASS: MBA
BRANCH: MBA

SEMESTER : III
SESSION : MO/19

SUBJECT: MT537 TOTAL QUALITY MANAGEMENT & SIX SIGMA

TIME: 3.00Hrs.

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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- Q.1(a) Describe the tools of TQM. [5]
Q.1(b) Define Quality function deployment (QFD) and Failure mode and effect analysis (FMEA) for strategic business management purposes. [5]
- Q.2(a) Describe the process of PDCA vs PDSA cycle. [5]
Q.2(b) Explain the feature of ISO Quality management System. [5]
- Q.3(a) Explain the principles of six sigma. [5]
Q.3(b) Distinguish between six sigma and lean six sigma. [5]
- Q.4(a) Define quality Auditing. [5]
Q.4(b) Explain how QS-9000 differ from ISO-9000? [5]
- Q.5(a) Discuss the method of implementing six sigma. [5]
Q.5(b) Define Kaizen and its 5S concept. [5]

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