

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

**CLASS: MBA
BRANCH: MBA**

**SEMESTER : IIIrd
SESSION : MO/2023**

SUBJECT: MT537R1 TOTAL QUALITY MANAGEMENT AND SIX SIGMA

TIME: 3 Hours

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)	What do you mean by term quality? Explain total quality management and its framework.	[5]	1
Q.1(b)	Describe strategic quality management, quality planning and cost of quality.	[5]	1
Q.2(a)	What do you mean by the term customer satisfaction and its techniques? Also describe customer perception of quality.	[5]	2
Q.2(b)	Explain PDSA cycle and Kaizen philosophy.	[5]	2
Q.3(a)	Write a note on Benchmarking. Differentiate between business process re-engineering and bench marking.	[5]	3
Q.3(b)	What is ISO 9000? Write down the benefits of ISO registration.	[5]	3
Q.4(a)	What is quality system and quality auditing?	[5]	4
Q.4(b)	Discuss statistical process control (SPC) and it's implementations towards TQM.	[5]	4
Q.5(a)	Explain the fundamental principles of six sigma and give its application in a business context.	[5]	5
Q.5(b)	Discuss the DMAIC methodology in six sigma. Outline each phase (Define, measure, analyze, improve, control) and elaborate on the key activities involved in each phase.	[5]	5

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