

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

**CLASS: MBA
BRANCH: MBA**

**SEMESTER : III
SESSION : MO/2025**

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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		CO	BL
Q.1(a)	Explain the conceptual outlook of Quality in modern organizations.	[5] 01	M
Q.1(b)	What are the main components of Quality Costs? Explain with example	[5] 01	M
Q.2(a)	Explain the basic principles and introduction of Total Quality Management (TQM).	[5] 02	M
Q.2(b)	How does TQM promote employee involvement and motivation?	[5] 02	H
Q.3(a)	What is Total Productive Maintenance (TPM) and its significance in TQM?	[5] 03	H
Q.3(b)	Describe ISO 9000 and ISO 9001 Quality Systems.	[5] 03	M
Q.4(a)	List and briefly explain the main statistical tools used in TQM.	[5] 04	M
Q.4(b)	Define process capability and explain its importance in TQM.	[5] 04	M
Q.5(a)	What are the main methodologies of Six Sigma?	[5] 05	M
Q.5(b)	How do Lean and Six Sigma complement each other?	[5] 05	H

:27/11/2025:E