

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

CLASS: MBA
BRANCH: MBA

SEMESTER : IV
SESSION : SP/2023

SUBJECT: MT537 TOTAL QUALITY MANAGEMENT

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)	'Quality Planning attempts to meet the quality needs of the customers and in order to meet these offers a road map'. Explain the concept of Quality Planning using suitable diagram/illustration.	[5] 2	2&3
Q.1(b)	Discuss the various types of quality costs What kind of costs should a firm be more concerned with and why? Elaborate.	[5] 2	2&3
Q.2(a)	"TQM is a technique that helps an organization to survive in the dynamic and competitive world". Discuss the benefits of TQM for any organization using suitable examples.	[5] 1	2
Q.2(b)	"PDCA/PDSA is the essence of managerial work: making sure the job gets done today and developing better ways to do it tomorrow. - Author: Brian L.Joiner". Explain the concept of PDCA/PDSA using suitable diagram/illustration.	[5] 1	2
Q.3(a)	Define Quality Management System (QMS). Discuss the relevance and scope of ISO Series.	[5] 3	1&2
Q.3(b)	Define the concept of Quality Auditing. Discuss First Party, Second Party and Third Party Audits.	[5] 3	1&2
Q.4(a)	Define Statistical Process Control. Explain the Cause-and-Effect diagram and its applicability in Quality Control.	[5] 4	1&2
Q.4(b)	Enumerate the various tools that can be utilized for quality control in TQM. Discuss which of these tools are Quantitative.	[5] 4	1&2
Q.5(a)	Define Six Sigma. Explain the DMAIC process using a suitable example.	[5] 4	1&2
Q.5(b)	Explain the methodologies and basic components of Six Sigma.	[5] 4	2

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