1115

Master of Entrepreneurship and Family Business Third Semester

FB-306: Total Quality Management

Time allowed: 3 Hours

Max. Marks: 80

NOTE: Attempt five questions in all, selecting atleast two questions from each unit.

x-x-x

Mark to the same of the same	UNI	TI		What are the steps involved in						
I	a) Define TQM, based upon its components. What are the steps involved in complete planning of a process, towards the end objective of customer satisfaction, in the environment of TQM?						6			
WATER TO THE PROPERTY OF THE PARTY OF THE PA	b)	As a student of TQM list how does a student implement TQM learning to one's advantage in immediate and distant future.								
II	a)	it and bigg the cape and carrot model of people governance								
- Care (1997) - Marie (1997)		Why is training of People given a priority in implementing TQM?								
	b)	Why is training of People given a prosent								
III	a)	Write a note each on Ishikawa diagram and Just in time Evaluate Just in time in terms of cause and effects w.r.t delay in time in								
Mark Start on Start of the Start on Sta	b)	Evaluate Just in time in terms of cause and creets was serving of food in a restaurant?								
		What are the advantages of a Control Chart towards controlling								
IV	a)	processes?								
	b)	sample, have been taken. The weight of each hard given below (in ounces). Use the sample data to construct an X-chart and an R-chart to monitor the future process.								
	a constant constant	[C 1-1	Sample 2	Sample 3	Sample 4	Sample 5	-			
		Sample 1	10.3	9.7	9.9	9.8	4			
A company of the comp		10.2	9.8	9.9	10.3	10.2	-			
	· · · · · · · · · · · · · · · · · · ·	9.9	9.9	9.9	10.1	10.3	41			
		9.8	10.4	10.1	10.5	9.7				
	We have and Rechart									
		C-las	lote overages	and ranges of r	new samples					

- Calculate averages and ranges of new samples
- Plot on the X-chart and R-chart, respectively

Further five more samples of the handles are taken in second shift

Name and Address of the Owner o	To 1.7	Sample 8	Sample 9	Sample 10
Sample 6	Sample 7		10.3	9.9
10.4	10.5	9.9		10.4
	9.9	9.9	10.4	
9.8	9.9	9.9	10.6	10.5
9.9		10.3	10.5	9.9
10.3	10.5	10.3	70.0	

Is the process still in control (Has the process changed, demanding analysis)? Given:

		Sample	A ₂	A3	d_2	D_3	. D ₄		
M. Carriero		Size = m	1.880	2.659	1.128	0	3.267		
-	-	3	1.023	1.954	1.693	0	2.574		
	ancore con	4	0.729	1.628	2.059	0	2.114		
	-	5	0.577	1.427	2.326	0	2.004		
		6	0.483	1.287	2.534	0.076	1.924		
***************************************		7	0.419	1.182	2.847	0.136	1.864		
-		8	0.373	1.099	2.970	0.184	1.816		
-	-	9	0.337	0.975	3.078	0.223	1.777		
	Propagation	10	0.308	0.927	3.173	0.256	1.744	************	
7		Write short	notes on:	(any Four)	aran and an annual and an an an annual a			$\frac{16}{(4x4)}$	
<i>I</i>	Write short notes on: (any Four) a) Continuous Improvement, its effective implementation								
	b)Barriers to TQM c)Competitive Benchmarking, as a tool for Quality improvement								
		c)Com	netitive Be	nchmarking	, as a tool fo	or Quality in	nprovement	CONTRACTOR	
		1)Dunin	storming						
		a)Brail	Mo		Desid book				
		e)TEA	IVIS	AND THE PROPERTY OF THE PROPER	ACCOUNTS OF THE PARTY OF THE PA	***************************************		*************************	
	a) Define Business Process Reengineering. To implement BPR what								
VI	a)							6	
anni angenera da la manara da	a) Define Business Hocess Recongulation? Change must be incorporated into People / organization? Change must be incorporated into People / organization?								
	b)	Change must be incorporated into People's Organization Compare the paradigm of Process certification Vs Product certification							
T 7TT	-)	Define excellence. How does TQM provide a roadmap for excellence in a						10	
VII	a)	marketing function? Explain w.r.t the factors for excellence.							
	marketing function. Superior and a s							6	
And the second s	b) Write an account on 7- W and is/is- not as an integrated tool for cause								
		identificat	ion.	White the contract of the cont		and the same state of the same	and the second s	16	
nan andre in Crawk Pales (Coloredo dos Labor	Write a short notes on								
	-	i) Quality Circle							
	ii) Quality Assurance								
	iii) Reliabilty of Quality Characteristics								
		iii) Reliability of Quanty Characteristics iv) Leader versus Manager							
	and the same of th	iv) Le	eader versu	is Manager		CANADONIO CONTROLOGICO CANADONIO CANADONIO CONTROLOGICO CONTROLOGICO CONTROLOGICO CONTROLOGICO CONTROLOGICO CO		8	
T 7TTT	a) Differentiate between Quality Circle and Quality council.								
VIII	a)	 a) Differentiate between Quality Circle and Quality country b) Underline the objectives, duties, and structure of Quality department 						8	
	0)	Ondermin				hharrala (a	r any other	8	
IX	a) Discussing the success story of Mumbai Dibbawala, (or any other								
IV	success case).					TONO succeed	8		
-		Evoluate	in above c	aser as to w	hat made Si	x Sigma (or	TQM) succeed.	0	
	success case). Evaluate in above caser as to what made Six Sigma (or TQM) succeed. a) Define and explain benefits of quality /TQM in after sales service. Does								
137	10)	Define at	nd explain	benefits of	quality / IQ	VI III alter so	11-0		
IX	a) Define and explain benefits of quarty it lead to prove "Quality is free" or it pays back manifolds?				olds (6			
Action Commission of the	C:- Ciama and ICIM						10		
	b)	f the change Vall Wall to see in the							
X	a) "You must be the Change [yourself, the change] you want to see						ulture of people in		
1	a) "You must be the Change Lyoursell, the change Journal world." Explore this statement in light of improving culture of peop					undie or peop-			
	your organization/ family. b) Compare Statistical Process Control Versus Statistical Product (Quali				***	6			
	-	your org	amzanon	1 Description	ontrol Versi	s Statistical	Product (Quality)	6	
	b	Compar	e Statistica	l Process C	onuoi veise				
	1 []	1 5							