

1056
Master of Business Economics
Fourth Semester
MBE-7201: Total Quality Management

Time allowed: 3 Hours

Max. Marks: 80

NOTE Attempt five questions in all, selecting one question from each Unit.

x-x-x

UNIT – I

- I. What do you understand by TQM? Discuss the objectives and benefits of TQM.(16)
- II. Discuss in detail the contribution of Joseph Juran to the domain of Quality Management. (16)

UNIT – II

- III. What is meant by 'Continuous Improvement'? Discuss the importance and principles of continuous improvement. (16)
- IV. Write a note on the following:-
a) Barriers to teamwork
b) Benchmarking (8,8)

UNIT – III

- V. Write a note on the following:-
a) Business Process Reengineering
b) Change Management (8,8)
- VI. What is 'SPC'? Discuss the role and applications of SPC in service sector. (16)

UNIT – IV

- VII. Citing suitable examples, discuss various costs associated with quality. (18)
- VIII. What is meant by 'Quality Circle'? Discuss the characteristics and working of Quality Circles. (18)

UNIT – V

- IX. Write a note on the following:-
a) TQM Implementation
b) Relevance of ISO 9001:2000 (8,8)
- X. What do you understand by Six Sigma? Elaborate the process of implementing Six Sigma. (16)

x-x-x