

MBA-129

MSP-61

**M.B.A. DEGREE EXAMINATION –
JUNE, 2018.**

Second Year

Operation Management

TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions.

1. Interpret the essential steps of quality planning?
2. Classify any four principles of TQM.
3. Explain customer satisfaction and retention in details.
4. What is continuous process improvement?
5. Define 5s.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. How would you explain Deming's 14 points for improving quality, productivity and competitiveness?
7. Construct a team for quality implementation in manufacturing company.

8. List the various steps involved in supplier selection.
 9. Examine the Juran trilogy in detail.
 10. What are the factors that distinguish six sigma concepts from traditional quality management concepts?
 11. Define quality system and explain the evaluation of ISO 9000.
 12. How would you show your understanding on the essentials PDCA Cycle?
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