

2015

M B A

4th Semester Examination

Subject : TOTAL QUALITY MANAGEMENT

(Specialization : Operations and Systems Management)

PAPER—OS—401

Full Marks : 100

Time : 3 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

Write the answers to Questions of each Half in separate books.

(First Half)

(Marks : 50)

1. Answer any four questions : 4×5

- (a) Give the different definitions of 'Quality'.
- (b) Discuss in short the contribution of two Quality Guru.

(Turn Over)

- (c) What is the difference between Statistical Process Control and Product Control?
- (d) Describe the range chart and its uses.
- (e) What is Quality Function Deployment (QFD)?
- (f) Write in details the different segments of Failure Mode and Effective Analysis (FMEA).

2. Answer any *two* of the following : 2×10

- (a)
 - (i) Define Quality Assurance.
 - (ii) Describe the responsibilities of Quality Assurance.
 - (iii) Describe the OC curves.
- (b) What is a Control Chart? Write down the control limits of \bar{X} and C Charts.
- (c) What is 6-sigma limits? How it differs from the 3-sigma limits and discuss its significance?

[Internal Assessment : 10 Marks]

(Second Half)

(Marks : 50)

3. Answer any *four* questions : 4×5

- (a) What is TQM and what are its need ?
- (b) Discuss the concept of 'Kaizen'.
- (c) Discuss the role of Quality Circles.
- (d) What is Re-engineering and discuss its steps ?
- (e) What is Quality Audit and describe its main features ?
- (f) In service sector how the concept of Total Quality is carried out.

4. Answer any *two* questions : 2×10

- (a) (i) Describe in detail the 7QC tools.
- (ii) Describe the 'Poka-yoke' Concept. How it helps in improving the Quality of the product ?
- (b) Discuss in brief ISO 9001 (2000).

- (c) (i) What is Benchmarking?
- (ii) Discuss the steps for process redesigning.

[Internal Assessment : 10 Marks]
