



Regulation R18

Subject code: B142PC6

TKR COLLEGE OF ENGINEERING AND TECHNOLOGY
(Autonomous, Accredited by NAAC with 'A' Grade)

MBA II Semester Regular/ Supplementary Examinations, October 2020
TOTAL QUALITY MANAGEMENT

Maximum Marks: 70

Date: 27.11.2020 Duration: 2 hours

Part-A

All the following questions carry equal marks

(5x2M=10 Marks)

- 1 Explain service quality.
- 2 Define Benchmarking.
- 3 Define EMS..
- 4 Describe Quality by Design.
- 5 Define Tree Diagram.

Part-B

Answer Any FIVE questions.

(12M X 5=60Marks)

- 6 Define TQM and Explain benefits of TQM.
- 7 Write about quality council and explain its duties? Discuss about the employee involvement in TQM?
- 8 Explain the Juran Trilogy and its significance to continuous process improvement.
- 9 Explain how benchmarking process improves the Quality in organization.
- 10 Discuss about information technology in TQM.
- 11 Explain the benefits of ISO Registration.
- 12 Write about Failure mode and Effective Analysis documentation?
- 13 Discuss about total productive maintenance.
- 14 Explain the concept "Force field Analysis"?
- 15 Discuss about Quality strategy for Indian industries and Explain the concept of quality management in India.