

Total No. of Questions : 5]

SEAT No. :

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M.B.A.

OPERATION MGT. SPL.

**404 (OPE) : Total Quality Management
(2013 Pattern) (Semester - IV)**

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Answer five questions.*
- 2) *All questions carry equal marks. (10)*

Q1) Explain organisational Vision, Mission, Quality Policy and Quality Culture.

OR

Explain quality cost and cost of poor quality.

Q2) Explain the quality concept given by Taguchi elaborately.

OR

Explain the quality concept given by Feignbaum elaborately.

Q3) What is the concept of Quality control Tools? Explain quality problem solving methodology.

OR

Explain the quality function development. Explain the difficulties associated with QFD.

Q4) What is the concept of 'Six Sigma'? Explain the necessity and importance of statistical quality control.

OR

Write short notes on (Any two)

- a) Quality Process Control and Process Capability.
- b) Average outgoing quality limit (AOQL).
- c) Oe curves

Q5) Explain the quality Management Awards and frameworks and its importanc.

OR

What is the Ramkrishna Bajaj Awards? Explain Tata Business Excellence Model (TBEM).

