

Total No. of Questions : 5]

SEAT No. :

P4136

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**M.B.A. (Part - II) (Semester - IV)**  
**OPERATIONS MANAGEMENT SPECIALIZATION**  
**404 - OPE : Total Quality Management**  
**(2016 Pattern)**

*Time : 2¼ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Every questions has an internal option.*

**Q1)** Elaborate on the formulation of Quality Goals and explain the steps in TQM Implementation

OR

What is the concept of Quality? Explain Internal and External perspectives of Quality.

**Q2)** Elaborate the contribution of Quality Gurus: Any three.

OR

What is the concept of 'quality philosophy'? Discuss Deming's 14 point philosophy of quality?

**Q3)** Explain the Concept and Application of Quality Function Deployment (QFD) with an Example.

OR

Elaborate any three quality control tools.

**Q4)** Explain the concept Statistical process control and Six Sigma in Brief.

OR

**P.T.O.**

Write short Notes on Any two:

- a) Acceptance Sampling
- b) P chart and C Chart
- c) OC Curve

**Q5)** Explain the Deming prize and National Quality Award.

OR

Explain ISO QMS and Tata Business Excellence Model (TBEM)

