**MFTQM-02**

**Third Semester Master of Business Administration (TQM)**

**Examination Aug/Sep-2015**

**Tools of TQM**

**Time:-3Hours Max. Marks: - 75**

**SECTION-A**

**Answer any five questions. (5\*5)**

1. Can a product meet all the dimensions of quality?
2. What are the benefits of Benchmarking?
3. What is the formula for measuring equipment effectiveness?
4. How can QFD be deployed?
5. Name a few barriers to Team’s progress.
6. Write the meaning of quality leader.
7. What is cost of control?
8. Define the concept of customer service.

**SECTION-B**

**Answer any two questions. (10\*2)**

1. Diagrammatically explain the documentation pyramid.
2. Describe the basic concepts of TQM.
3. What is Benchmarking? Why do the organizations adopt this technique?

**SECTION-C**

**Answer any two questions. (15\*2)**

1. Describe the system of recognition and reward followed in an organization.
2. Elaborate the concept of EMS with its benefits.
3. Give a detail account of Quality Auditing.