**MFTQM-02**

**Fourth 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. Name a few barriers to Team’s progress.
2. Enlist various types of customer services.
3. Summarize the implementation of TQM with a case study from the manufacturing industry.
4. Name some new management tools.
5. Can a product meet all the dimensions of quality?
6. Mention the benefits of TQM.
7. What is Benchmarking?
8. What are the important habits of quality leader?

**SECTION-B**

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

1. Critically examine the Deming’s philosophy for TQM.
2. Trace out the barriers to TQM implementation and their solutions.
3. What are the general requirements of quality management system?

**SECTION-C**

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

1. Give the suggestions to improve the appraisal system.
2. Describe the different approaches towards Continuous Process Improvement.
3. Explain the concept of Taguchi's quality loss function with the help of an example.