

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
MBA T4 (Regular and Supplementary) Examination, November 2020

Course Code: OM-T4-3

Course Name: QUALITY MANAGEMENT

Max. Marks: 60

Duration: 3 Hours

PART A

Answer all questions. Each question carries 2 marks

	Marks
1 What is Total Quality Management?	(2)
2 What is cost of quality?	(2)
3 Write short note on Ishikawa Diagram.	(2)
4 Enlist any five Quality Awards.	(2)
5 Summarise Kaizen.	(2)

PART B

Answer any 3 questions. Each question carries 10 marks

6 ISO 9000 and ISI cannot be compared, Comment.	(10)
7 List the prerequisites to successful Benchmarking process.	(10)
8 Explain Six Sigma, in the context of lean manufacturing.	(10)
9 What are the elements of TQC? Write about TQC Methodology.	(10)
10 State the importance of seven advanced Quality Control tools.	(10)

PART C

Compulsory question carrying 20 marks

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| 11 | a) An electric meter manufacturer planned to make a new model for the private market lead by Tata power. In the context of failure during test marketing such as excess reading and increased bills reported by initial buyers. Employees of the manufacturer have been asked to make sure that the new meter will be error free and a success to be introduced after FMEA. (10) | (20) |
| | b) Describe in detail the seven Steps for developing FMEA.. (10) | |
