

Total No. of Questions : 5]

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SEAT No. : [ ]

[Total No. of Pages : 2

may 18.

[5365]-4031

M.B.A. (Semester - IV)

404 - (OPE) : TOTAL QUALITY MANAGEMENT  
(Operation Specialization)  
(2016 Pattern)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Each question has an internal options.
- 3) Each question carry equal marks.

Q1) a) Define Quality. What is little q and Big Q? Explain. [10]

OR

b) What is the role of Quality Circle in improving quality at Shop Floor?  
What are the limitations of Quality Circle? [10]

Q2) a) Explain Deming's 14 Point Philosophy. [10]

OR

b) Discuss the Philosophy given by Crosby. [10]

Q3) a) Explain 7 QC Tools. [10]

OR

b) What is Quality Function Deployment? Explain difficulties associated with QFD. [10]

P.T.O.

**Q4) a) Elaborate Statistical Quality Control and its benefits. [10]**

**OR**

**b) Write short note on any two. [10]**

- i) Benefits of Control Charts
- ii) P Chart and C Chart
- iii) Six Sigma Quality

**Q5) a) Quality Management Awards are always influencing to maintain the Quality by Manufacturer or Service Provider. Justify the Statement with Suitable example. [10]**

**OR**

**b) Explain the Criteria for Malcolm Baldrige National Quality Award. [10]**