



MBA (PT) DEGREE V SEMESTER EXAMINATION NOVEMBER 2014

SMP 2506 QUALITY MANAGEMENT
(2012 Scheme)

Time: 3 Hours

Maximum Marks: 50

PART A
(Answer *ALL* questions)

(5 x 2 = 10)

1. What is a run chart?
2. What is reliability?
3. What is risk priority number (RPN)?
4. What is Baldrige award?
5. What is process capability?

PART B
(Answer *ANY FIVE* questions)

(5 x 4 = 20)

6. Explain PDSA cycle.
7. What are the different types of quality teams? Explain very briefly each of these types.
8. Explain how an organization might benefit from benchmarking.
9. What is the overall aim of Environmental Management Standard? How is the aim achieved?
10. Briefly describe the ISO 9000 quality system, implementation process.
11. Discuss Deming's 14 points.
12. Discuss briefly different types of control charts for attributes.

PART C
(Answer *ANY TWO* questions)

(2 x 10 = 20)

13. Suppose you are the owner of a small restaurant. Customers are complaining about the 'iddli' served as breakfast, saying that they do not taste good and feel very hard. The cook has no clue on how to make it soft and tasty. Discuss how you will to solve this problem, using quality management tools.
14. A company has decided to implement TQM in its organizations. A top official of the company was particularly worried about the lack of motivation of employees. If you are in charge of the TQM implementation, how would you convince above official that TQM will boost employee morale and what are the schemes and programmes you would propose to tackle this issue.
15. What is SS and how would you implement it in a Management Institute?