



MBA(P)V/12.13. 1201

MBA (PT) DEGREE V SEMESTER EXAMINATION DECEMBER 2013

SMP 2504 QUALITY MANAGEMENT

Time: 3 Hours

Maximum Marks : 50

(5 x 10 = 50)

- I. Explain quality costs. **OR**
- II. How can value engineering be implemented?
- III. How can one measure the reliability of a product? **OR**
- IV. Explain the philosophy of TPM.
- V. Name and explain control charts for variable. **OR**
- VI. Explain any five sampling methods.
- VII. Suggest a TQM procedure for an airline ticket booking office. **OR**
- VIII. How do a quality circle works?
- IX. Explain the procedure of internal audit for an ISO certified company. **OR**
- X. Write detailed notes on *any two* of the following:
- (i) Bench marking
 - (ii) Kaizen
 - (iii) Zero defect
 - (iv) PDSA cycle
