



MBA.IB.IV/11. 412

MBA IB/MIB DEGREE IV SEMESTER EXAMINATION MAY 2011

SMI 2411 QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks: 50

(All questions carry EQUAL marks)

(5 x 10 = 50)

- I. A. Explain the formation and functioning of Quality Circles.
OR
B. Explain the procedure of value engineering
- II. A. Explain TPM function. What are the major draw backs of TPM?
OR
B. Compare ZD and six-sigma in the context of quality improvement.
- III. A. Write brief notes on each type of control charts.
OR
B. What are sampling methods?
- IV. A. Explain benchmarking. How do you benchmark a toilet soap manufacturing unit?
OR
B. What are the focus points of Kaizen philosophy?
- V. A. Explain ISO 9000 series standards.
OR
B. Write detailed notes on any two of the following:
(i) Balanced score card
(ii) ISO 14000
(iii) FMEA
(iv) PDSA cycle