

MBA DEGREE (P.T) VI SEMESTER EXAMINATION, MAY 2010

SMP 2608 QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 50

(All questions carry EQUAL marks)

(5 x 10 = 50)

- I. A. Discuss briefly the contributions of W.E. Deming towards the evolution of modern quality philosophy.
- OR**
- B. Define quality based on the following view points. Explain each giving suitable Examples.
- (i) Transcendent
 - (ii) User – based
 - (iii) Value – based
 - (iv) Product – based
 - (v) Manufacturing – based
- II. A. What do you understand by six-sigma quality? Detail the DMAIC methodology used in six-sigma projects.
- OR**
- B. What is FMEA? What are the types of FMEA? Detail the design FMEA Document.
- III. A. What is a control chart? What are the main types of control charts? How would you decide the control limits in each case?
- OR**
- B. What do you understand by sporadic and chronic quality problems? Explain the project – by – project approach used to deal with chronic problems.
- IV. A. Explain the fundamental principles involved in TQM. Do you recommend TQM implementation for all industries? Give a critical review of TQM.
- OR**
- B. Who is a customer? How would you identify customers? How the customers' perceived needs can be discovered? Discuss the common ways to collect customer needs.
- V. A. What do you understand by the process approach in ISO 9000? Explain briefly the section Control of documents (4.2.3)
- OR**
- B. Write detailed notes on any two of the following.
- (i) Balanced Score Card
 - (ii) Steps involved in preparing Ishikawa - Cause and Effect - Diagrams
 - (iii) Kaizen
 - (iv) Kanban
