

**CLASS: B.B.A.**

**15A/56**

**St. JOSEPH'S COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 620 002**

**SEMESTER EXAMINATIONS – APRIL 2015**

**TIME: 3 Hrs.**

**MAXIMUM MARKS: 100**

<b>SEM</b>	<b>SET</b>	<b>PAPER CODE</b>	<b>TITLE OF THE PAPER</b>
<b>VI</b>	<b>2012</b>	<b>11UBU630303A</b>	<b>CORE ELECTIVE III: TOTAL QUALITY MANAGEMENT IN BUSINESS</b>

**SECTION – A**

**Answer all the questions:**

**20 x 1 = 20**

**Choose the correct answer:**

1. Total Quality Management is
  - a) A fundamental management technique
  - b) A existing improvement effort
  - c) Improving technical tools under a disciplined approach
  - d) All the above
2. Organizations are using customer satisfaction
  - a) To measure the quality
  - b) To measure customer satisfaction
  - c) For statistical purpose
  - d) None of the above
3. Quality Council is established
  - a) To monitor the production process
  - b) To build quality into the culture
  - c) An additional cell
  - d) All the above
4. Benchmark is
  - a) The systematic search for best practices
  - b) Search for innovative ideas
  - c) Search for highly effective operating procedure
  - d) All the above

5. ISO 9000 series is the
- a) Quality Council
  - b) Quality Statement
  - c) Quality Standard
  - d) None of the above

**Fill in the blanks:**

6. TQM is the \_\_\_\_\_ of managing the whole to achieve excellence.
7. Employee involvement is one approach to improve \_\_\_\_\_.
8. Quality statement include the vision statement and \_\_\_\_\_.
9. TPM is a Total \_\_\_\_\_ Management.
10. Quality includes the \_\_\_\_\_ Management System.

**State True or False:**

11. Total Quality Management requires a committed and involved management.
12. Customer retention is merely satisfying the customer.
13. Quality council consists of top to bottom level employees.
14. Bench mark is a tool to achieve business and competitive objective.
15. Quality auditing is not compulsory for Quality system.

**Match the following:**

16. TQM - a) Quality policy statement
17. Employee Involvement - b) Quality function deployment
18. Quality statement - c) Quality from all department
19. QFD - d) Quality system
20. ISO - e) Teams

## SECTION – B

**Answer all the questions:**

**5 x 4 = 20**

21. a. What are the dimensions of quality?

**OR**

b. List out the benefit of Total Quality Management.

22. a. Explain the characteristics of successful team.

**OR**

b. What are the effective reward practices?

23. a. Explain the duties of a Quality Council.

**OR**

b. Define the term “Vision statement”,

24. a. List out the benefits of Quality function deployment.

**OR**

b. What are the goods of Total Productive Maintenance?

25. a. What are the requirements of ISO 14000?

**OR**

b. What are the benefits of ISO registration?

## SECTION – C

**Answer any FOUR questions:**

**4 x 15 = 60**

26. Explain briefly the obstacles of implementing Total Quality Management.

27. What are the concepts which motivate an employee?

28. Briefly explain the steps involved in strategic quality planning.

29. Explain briefly the process involved in a benchmark.

30. What are the steps involved in implementation of quality management system?

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