QP CODE: 23002828

23002828

Reg No : .....

Name : .....

M COM DEGREE (CSS) EXAMINATION, MARCH 2023

Third Semester

Faculty of Commerce

M.COM MANAGEMENT AND INFORMATION TECHNOLOGY (SF)

Elective - CM820301 - TOTAL QUALITY MANAGEMENT (MANAGEMENT AND INFORMATION TECHNOLOGY)

2019 ADMISSION ONWARDS

C67D1E19

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

*Weight **1** each.*

1. Define Quality.
2. What is Quality cost?
3. Explain Pareto principle.
4. What is Performance Appraisal?
5. What are the objectives of performance measures?
6. What is Quality of Work Life?
7. What is Control Chart?
8. What is Corrective maintenance?
9. What is House of Quality?
10. What is Environmental Audit?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

*Weight **2** each.*

11. What are the basic pillars for the successful implimentation of TQM?

12. Explain the important contributions of Genichi Taguchi.

13. What are the characteristics of quality leaders?

14. Explain in detail about customer retention.

15. Explian about supplier selection. What are the steps involved in Supplier selection?

16. What is Kanaban? What are the types of Kanban?

17. Explain the key roles for implementing six sigma.

18. What is ISO? What are the needs of ISO?

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

*Weight **5** each.*

19. Explain the TQM implimentation process.What are the barriers to the TQM implimentation process?

20. Explain in detail the "PDCA Cycle". Also evaluate the Five Step Kaizen Movement and the role of people in Kaizen.

21. Discuss the various points which are to be considered carefully for the implementation of JIT.

22. What is FMEA? How to perform Failure Mode and Effect Analysis?

(2×5=10 weightage)