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**PRESIDENCY UNIVERSITY
BENGALURU**

**SCHOOL OF MANAGEMENT
MID TERM EXAMINATION - NOV 2023**

Semester : Semester III - 2022

Course Code : MBA2031

Course Name : Sem III - MBA2031 - Total Quality Management

Program : MBA

Date : 3-NOV-2023

Time : 10:00AM - 11:30AM

Max Marks : 50

Weightage : 25%

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Question paper consists of 3 parts.
- (iii) Scientific and non-programmable calculator are permitted.
- (iv) Do not write any information on the question paper other than Roll Number.

PART A

ANSWER ALL THE QUESTIONS

(5 X 2 = 10M)

1. State any 2 benefits of KANBAN used for TQM. (CO1) [Knowledge]
2. List the Japanese terms listed in 5-S for TQM. (CO1) [Knowledge]
3. State the difference between Muda and Muri. (CO1) [Knowledge]
4. List the years when the revised versions of ISO 9001 (QMS) were published. (CO2) [Knowledge]
5. List the four stages of evolution of Quality. (CO2) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS

(3 X 6 = 18M)

6. It is important for a Quality Manager to highlight the importance of 3M as considered by the Japanese. Explain the 3M's considered in TQM. Give suitable examples. (CO1) [Comprehension]
7. An operations Manager regularly visits the assembly unit in one of their production centres. The operators were facing problems with one of the new machines installed recently. The Manager uses FMEA approach to deal with failures. Discuss FMEA and explain the various types of FMEA. (CO2) [Comprehension]

8. There are at least 10 key elements for maintaining quality standard processes. Explain any six key elements of ISO.

(CO2) [Comprehension]

PART C

ANSWER THE FOLLOWING QUESTION

(2 X 11 = 22M)

9. You are the Quality consultant for Astra. You have listed 9 (Nine) dimensions of quality for their strategic planning and to enable Astra to have a competitive edge over their competitors. Explain the Dimensions of Quality. Give suitable examples for atleast 5 dimensions.

(CO2) [Application]

10. Astra is a company that has implemented Six-Sigma process in their manufacturing unit. Explain in detail how Six-Sigma is useful to Astra. Illustrate the application of the Bell-shaped normal distribution curve. Explain the range related to 1-sigma, 2-sigma and 3-sigma. Indicate the 6-sigma point on the diagram. Astra follows the DMAIC methodology. Explain the importance of DMAIC.

(CO2) [Application]