

Jamia Hamdard
School of Management and Business Studies
Department of Management
Odd Semester Examination - January 2024
MBA-III Semester
MBA-GE-OM-05 & Total Quality Management

Roll No...

Duration: 3 Hour

Max.Marks -60
(12X5=60)

Note: Attempt any Five Questions, All questions carry equal marks

- Q1: What is quality? Discuss the dimensions of product and service quality in detail.
- Q2: State and explain the barriers to TQM implementation in an organisation
- Q3: Explain the contributions of Deming and Juran in the field of total quality management.
- Q4: Elaborate Plan-Do-Check-Act (PDCA) cycle in detail and also discuss its application in manufacturing Industry.
- Q5: Discuss the seven traditional tools of quality with relevant examples.
- Q6: What does Six Sigma entail? Discuss its methodology and application to the service industry.
- Q7: Discuss the concept and types of control charts in detail.
- Q8: What do the ISO 9000 quality standards encompass? Explain their significance and implementation.