

# **Madras University**

## **M.B.A Total Quality Management 2010**

**MAY 2010 P/ID 77531 / PMER**

**TIME: THREE HOURS**

**MAXIMUM: 100 MARKS**

### **PART A - (5X6=30 MARKS)**

**ANSWER ANY 5 QUESTIONS**

1. What are the reasons for change in quality management system?
2. Briefly describe the unique features of total quality system.
3. State the objective of total quality management.
4. Why should have separate structuring?
5. Mention the responsibility and accountability of quality councils.
6. What are the impact areas for application of strategic tools and techniques?
7. State the principles and objectives of ISO-9000.
8. Briefly describe the approach to environment management?

### **PART B- (5X10=50 MARKS)**

**ANSWER ANY 5 QUESTIONS**

9. Describe the role of TQM leaders.
10. List out benefits and functions of Quality circles.
11. Describe the control charts used in industries and explain their applicability.
12. What should be the purpose of Human resource management in MBNQA system?
13. Elaborate the policy of environment management.

14. What are the basic approach of ISO-9000 and TQM?
15. What are the critical system requirements of ISO quality system?
16. State the principles of total quality management (TQM).

**PART C- (1X20=20 MARKS)**

(Compulsory)

17. Determine which element of ISO 9001 is referenced in each of the following situations.

- (a) An audit found that no supplier reviews were performed.
- (b) There were no inspection records
- (c) During an audit, it was found that a punch press operator had not received the technical instructions necessary for running the punch press.
- (d) During an audit, it was discovered that no manager had been given the responsibility of ensuring the quality system was being maintained?