

18. (a) Explain the types of FMEA.

Or

(b) List out the new management tools in TQM.

19. (a) What is Quality Circle? List out objectives of Quality Circle.

Or

(b) List out Benefits of ISO 9000 Standard

20. (a) Explain benefits of ISO 14000.

Or

(b) Write short note of element of EMS.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

21. Briefly explain the components of Total Quality Management.

22. Discuss the process of strategic quality planning.

23. Examine the different stages of Bench Marking.

24. Briefly explain various techniques used in continuous quality improvement in industries.

25. Explain the benefits of ISO 14000 certification.

S.No. 1241

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(For candidates admitted from 2022–2023 onwards)

M.Com. DEGREE EXAMINATION, NOVEMBER 2022.

Commerce – Core Choice Course

TOTAL QUALITY MANAGEMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (20 marks)

Answer ALL questions.

I (A) Choose the best answers : (5 × 1 = 5)

1. Total Quality Management (TQM) focuses on

- (a) Employee (b) Customer
(c) Both (a) and (b) (d) Employer

2. Which of these is neither a physical nor an objective factor for performance appraisal?

- (a) Friendliness
(b) Efficiency
(c) Amount of work
(d) Attendance

3. CMM stands for
 - (a) Capability maturity model
 - (b) Capability monitoring model
 - (c) Capability measuring model
 - (d) Capability matching model
4. Which of these does NOT amount to a tangible gain of the quality circle?
 - (a) Better housekeeping
 - (b) Attitudinal changes
 - (c) Greater cost – effectiveness
 - (d) Increased profitability
5. Which of the following is for Environment management?
 - (a) ISO - 9000
 - (b) ISO - 14000
 - (c) ISO - 26000
 - (d) ISO – 31000
- (B) Fill in the blanks : (5 × 1 = 5)
 6. _____ management is responsible for quality objective.
 7. The Four R's of a Total Improvement was given by _____
 8. _____ refers to the Six Sigma model that we use for the improvement of the existing product/process.

9. The objective of ISO-9000 family of Quality management is _____
10. EMS stands for
- II Answer the following : (5 × 2 = 10)
 11. Define Quality.
 12. What is strategic quality planning?
 13. What is bench marking?
 14. What is Quality circle?
 15. What do you understand by EMS?

SECTION B — (5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

16. (a) State the significance of TQM.

Or
(b) Explain the dimensions Product Quality.
17. (a) What is PDCA Cycle? List out benefits of PDCA Cycle.

Or
(b) List the five levels in Maslow's hierarchy of needs and describe each level.