

19. (a) Explain the types of quality cost.

Or

- (b) Describe the benefits of ISO registration.

20. (a) Specify the features of Environmental Management System.

Or

- (b) Analyze the types of Environment Management System.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

21. Explain the dimensions of service quality.
22. Discuss the various kinds of motivational techniques.
23. Assess the steps involved in six sigma process.
24. Explain the objectives of quality circle.
25. Explain the key elements of ISO 14001.

S.No. 8291

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(For candidates admitted from 2022–2023 onwards)

M.Com. DEGREE EXAMINATION, NOVEMBER 2023.

Commerce – Core Choice Course

TOTAL QUALITY MANAGEMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (20 marks)

Answer ALL questions.

- I. (A) Choose the correct answer : (5 × 1 = 5)
1. An organization wide effort to ensure quality in every activity of the company with Continuous improvement is called
- (a) Six sigma
 - (b) Quality circle
 - (c) Quality control
 - (d) Total Quality Management
2. Plan-do-study-act cycle is a procedure to
- (a) Overall improvement
 - (b) Continuous improvement
 - (c) Permanent improvement
 - (d) Immediate improvement

3. Which of the following TQM techniques prescribes "80/20" rule?
 - (a) Pareto analysis charts
 - (b) Pie charts
 - (c) Fishbone diagram
 - (d) Histogram
4. Quality circles work best if employees are initially trained in
 - (a) Group dynamics
 - (b) Motivation principles
 - (c) Communications
 - (d) All of the above
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. The focal point of all quality control should be _____.
7. Identification of customers and listening to the voice of customer are a part of _____.
8. _____ is not a process tools for TQM systems.
9. QFD stands for _____.
10. EMS stands for _____.

- II. Answer the following questions : (5 × 2 = 10)
11. What do you mean by customer retention?
 12. Define the term continuous process improvement.
 13. What is called bench marking?
 14. What is ISO?
 15. What is environmental management system?

SECTION B — (5 × 5 = 25)

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

16. (a) Analyze the need for quality in a business.
Or
(b) Describe the dimensions of product quality.
17. (a) Enumerate the steps involved in strategic quality planning.
Or
(b) Elucidate the different types of leadership.
18. (a) Summarize the various new management tools.
Or
(b) Elucidate the types of Failure Mode and Effects Analysis.