

MBA-129

MSP-61

**M.B.A. DEGREE EXAMINATION –
DECEMBER, 2018.**

Second Year

TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any **THREE** questions.

1. What are the various characteristics of excellent leadership?
2. What is the purpose of performance appraisal?
3. What is total quality management?
4. What is a process? Give an example.
5. What are the benefits of ISO 9000 certification?

PART B — (4 × 15 = 60 marks)

Answer any **FOUR** questions.

6. Explain about strategic quality planning in detail.
7. Describe about the management of process quality.

8. Discuss about the essence of benchmarking and its benefits.
 9. Explain about the cost of quality in detail.
 10. Discuss the quality control tools in detail.
 11. Explain about ISO 9000 in detail.
 12. Describe in detail about productivity and quality.
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