

RegNo.: _____

Name: _____

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
FIFTH TRIMESTER MBA DEGREE (R&S) EXAMINATION FEBRUARY 2020**

Course Name: SIX SIGMA AND TOTAL QUALITY MANAGEMENT

Max. Marks: 60

Duration: 3 Hours

PART A

Answer all questions. Each question carries 2 marks.

- 1 What are the dimensions of quality?
- 2 Explain the role of a team leader and facilitator?
- 3 State the significances of quality circles?
- 4 How is benchmarking used in industry?
- 5 What is KANO Analysis?

(5x2 marks = 10 marks)

PART B

Answer any 3 questions. Each question carries 10 marks.

- 6 Give the obstacles associated with TQM implementation in an organisation and Explain in detail?
- 7 Explain the differences between X-Bar and R-Charts, how can they be used together and why would it be important to use them together?
- 8 Illustrate Cause-and-effect diagram with example?
- 9 Explain the concept and requirements of ISO-9000?
- 10 Explain Deming's PDCA cycle with appropriate diagram?

(3x10 marks = 30 marks)

PART C

Compulsory question, the question carries 20 marks.

- 11 Write a note on
 1. Key concepts of six sigma
 2. DMADV methodology
 3. QFD Process
 4. Malcolm Baldrige Award
 5. e- Six Sigma

(20 marks)