Reg No.:_____　　　　　　　　　　Name:_____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Third Semester MBA Degree Regular and Supplementary Examination December 2022

Course Code: 20MBA275

Course Name: QUALITY MANAGEMENT

Max. Marks: 60　　　　　　　　　　　　　　　　　　　　　　　Duration: 3 Hours

PART A

Answer all questions. Each question carries 2 marks　　　Marks

1	Explain the term FMEA.	(2)
2	List the functional significance of Cause and effect diagram.	(2)
3	Define Acceptance Sampling.	(2)
4	What is SIPOC concept?	(2)
5	Define the role of quality auditor.	(2)

PART B

Answer any 3 questions. Each question carries 10 marks

6	Discuss about the basic concepts related to Total Quality Management.	(10)
7	Explain in detail about the different tools of quality control.	(10)
8	Find the probability of acceptance for the following data obtained in a single sampling plan. Lot size(N) = 900; Sample size(n) = 60; number of defective items in the sample permitted(c) = 3; and percent or fraction defective(p) = 0.01.	(10)
9	Justify how six sigma can be used for continuous quality improvement in service sector.	(10)
10	Explain the quality management principles.	(10)

PART C

Compulsory question. This question carries 20 marks

11	Organisation can improve them by learning from others. Discuss the benefits, obstacles, prerequisites and the process of bench marking?	(20)

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