



QP CODE: 21000573

21000573

Reg No :

Name :

M COM DEGREE (CSS) EXAMINATION, MARCH 2021

Third Semester

Faculty of Commerce

M.COM MANAGEMENT AND INFORMATION TECHNOLOGY (SF)

Elective - CM820301 - TOTAL QUALITY MANAGEMENT (MANAGEMENT AND INFORMATION TECHNOLOGY)

2019 Admission Onwards

23F96C2F

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

Weight 1 each.

1. Define Total Quality Management.
2. What is appraisal cost?
3. What is "Signal to noise ratio"?
4. What is meant by employee involvement?
5. Who is an external customer?
6. Write a short note on Sourcing.
7. What is Benchmarking?
8. What do you mean by Six Sigma?
9. What is Process Design?
10. What is the importance of TQM in service sector?

(8×1=8 weightage)





Part B (Short Essay/Problems)

*Answer any **six** questions.*

Weight 2 each.

11. Explain the role of senior management in the TQM implementation process.
12. Elaborate Pareto Principle with an example.
13. What do you mean by Employee Empowerment? Explain the elements needed for an effective Employee Empowerment.
14. Explain in detail the "PDCA Cycle".
15. What are the steps in the formation of Quality Circles?
16. Explain Scatter diagram.
17. What is QFD? What are the advantages and disadvantages of QFD?
18. Does ISO 9000 certification ensure world class quality?

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

Weight 5 each.

19. Explain the scope, characteristics, pillars and elements of TQM.
20. What is Quality of Work Life? What are the dimensions and factors determining Quality of Work Life?
21. Discuss the advantages and disadvantages of JIT.
22. Explain TPM.

(2×5=10 weightage)

