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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA
(An Autonomous Institute Affiliated to AKTU, Lucknow)

MBA (Integrated)

SEM: VI - THEORY EXAMINATION (20255 - 2026)

Subject: Total Quality Management

Time: 2.5 Hours

Max. Marks: 60

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of three Sections -A, B, & C. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.

2. Maximum marks for each question are indicated on right -hand side of each question.

3. Illustrate your answers with neat sketches wherever necessary.

4. Assume suitable data if necessary.

5. Preferably, write the answers in sequential order.

6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION-A

15

1. Attempt all parts:-

(1.1) Key feature of TQM is organization-wide responsibility: (CO1, K4)

1

- (a) Limited to quality department
- (b) Inclusive of all employees
- (c) Handled by external consultants
- (d) Outsourced to vendors

(1.2) Kaizen focuses on continuous small improvements involving everyone: (CO2, K3)

1

- (a) Periodic major changes
- (b) Top-level strategic changes
- (c) External consulting only
- (d) Continuous small improvements involving everyone

(1.3) Strategic benchmarking focuses on long-term strategies and general approaches. (CO3, K2)

1

- (a) Competitive benchmarking
- (b) Strategic benchmarking
- (c) Performance benchmarking
- (d) Process benchmarking

(1.4) Six Sigma utilizes _____ for decision making (CO4 , K2)

1

- (a) Visual judgment methods
- (b) Group intuition
- (c) Statistical tools
- (d) Heuristics

- (1.5) Median indicates the _____ in an ordered data set. (CO5 , K3) 1
- (a) Smallest number
 - (b) Mode of data
 - (c) Middle value
 - (d) Summation of data

2. Attempt all parts:-

- (2.1) List two basic features of Total Quality Management. (CO1, K4) 2
- (2.2) Identify two key benefits of implementing Kaizen. (CO2, K3) 2
- (2.3) Describe the concept of competitive benchmarking with an example.(CO3 , K2) 2
- (2.4) State major goals associated with Six Sigma initiatives. (CO4 , K2) 2
- (2.5) Mention key elements of the seven tools of quality. (CO5 , K3) 2

SECTION-B

15

3. Answer any three of the following:-

- (3.1) Outline the stages in the evolution of quality management. (CO1 , K4) 5
- (3.2) Trace the historical milestones in the evolution of quality thought. (CO2 , K3) 5
- (3.3) Discuss various types of benchmarking and their relevance in quality management. (CO3 , K2) 5
- (3.4) Explain Six Sigma as a quality management approach in business. (CO4 , K2) 5
- (3.5) Discuss the structural changes and improvements introduced in ISO 9000:2000 (CO5, K3) 5

SECTION-C

30

4. Answer any one of the following:-

- (4.1) Discuss in detail the eight building blocks of Total Quality Management. (CO1 , K4) 6
- (4.2) Analyze the interrelationship among leadership, communication, and training. (CO1, K4) 6

5. Answer any one of the following:-

- (5.1) Describe the 5S methodology and evaluate its impact on workplace productivity and safety. (CO2, K3) 6
- (5.2) Examine how Kaizen promotes a culture of continuous improvement in organizations. (CO2 , K3) 6

6. Answer any one of the following:-

- (6.1) Evaluate the role of the House of Quality in product development and innovation. (CO3, K2) 6
- (6.2) Explain the application of Taguchi's Quality Loss Function in minimizing variation and improving product value. (CO3, K2) 6

7. Answer any one of the following:-

- (7.1) Explanation of how organizations deploy Six Sigma at the enterprise level. (CO4, K2) 6
- (7.2) Assessment of the challenges faced during Six Sigma cultural transformation. (CO4, K2) 6

8. Answer any one of the following:-

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| (8.1) | Comparison of ISO-based systems with other quality models like Six Sigma and TQM in organizational contexts. (CO5, K3) | 6 |
| (8.2) | Comparison of ISO 14000 and ISO 90000 based on application and focus areas in details. (CO5, K3) | 6 |

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