



## उत्तराखंड मुक्त विश्वविद्यालय हल्द्वानी (नैनीताल)

Programme Name-MBA-Fourth Semester

Programme Code-MBA-10

Course Name-Productivity & Total Quality Management

Course Code-MU2406

Maximum Marks-40

Session -2012-13, Summer

Last Date of Submission: 15 July, 2013

### Section-A

भाग क

Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Discuss the following (1-8) –

1. Time management
2. Margin of safety
3. E-learning
4. ISO-9000 Quality management system
5. Six- Sigma
6. Profit sharing
7. Statistical process control (SPC)
8. Value Engineering

### Section-B

Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answer 02 questions only.

1. You have been recently promoted as a project manager for TQM. As conveyed by your GM-project your efficiency will be judged on a detail plan on TQM implementation, process improvement and value to the organization. Present the details of your plan and justification for a TQM program.
2. What is reliability? How could you relate reliability to the quality of a product? From the point of view of customers of consumer's goods, how reliability engineering serves their purpose?

3. Compare the approach of Deming's P-D-C-A and Juran's Quality trilogy' approach to problem solving. Highlight the common points and draw your own steps for quality improvement by combining the common points.
4. Describe the steps for working of a 'quality circle' group , and few important features of the process.

