



**AKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)**

## ***MBA Fourth Semester Assignment***

***Last date of Submission-15<sup>th</sup> June, 2012***

**Programme Name-MBA-Fourth Semester Programme Code-MBA-10**

**Course Name-Productivity and Total Quality Management**

**Course Code:MU2406**

**Maximum Marks-40**

**Session: 2011-12 (Summer)**

### **Section-A**

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

**Discuss the following (1-8)-**

1. CAD and CAM Tools
2. Logistics function
3. Value Break Even Analysis
4. Learning Organisations
5. Six Sigma Approach
6. Quality Audit
7. Kanban system for JIT manufacturing
8. Value Engineering

### **Section-B**

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

1. Name the seven process categories on which the MBNQA model of USA is established. Identify the processes under a "leadership triad" and a "result triad". What is the significance of the strategic planning process and information and analysis process in TQM.
2. 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.
3. Draw and describe a control chart for ensuring that a machine is capable of producing the right quality of precision shaft with allowable variations of two sigma limit.
4. Will reliability have to be always at the highest level, and if not, why? Describe few reliability applications where reliability can be traded-off with cost. How do you approach for cost optimisation in reliability study.