



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examination (December 2019)

School: SOM

Program: MBA Hospital and Healthcare management

Course: Total Quality Management

Course Code: MGT-543

Semester: III

Max Marks: 50

Duration: 150min

Note: Figures to the right indicates full marks

1. Write short notes on any 5 of the following (2x5=10)
 - a. Quality councils
 - b. Supplier rating
 - c. Control charts
 - d. Taguchi quality loss function
 - e. Six Sigma
 - f. Performance appraisal
2. Answer any 4 of the following (10x4=40)
 - a. Discuss the continuous process improvement cycle with an illustration?
 - b. Justify the following statement "Quality is a new competitive weapon" give example?
 - c. Write a case study on ISO quality systems?
 - d. What are the barriers to TQM implementation? How are they overcome?
 - e. Explain in brief with a case study on quality control and quality assurance

****ALL THE BEST****