



# AJEENKYA

## D Y PATIL UNIVERSITY

### End Term Examination (December 2019)

**School:** SOM

**Program:** MBA Logistics and Supply Chain 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\*\*\*\*