

**BE with MBA**

**Fifth Semester, First Periodical Test**

**Paper MBA 106, Total Quality Management**

**Time allowed: 1Hour**

**Max. Marks : 25**

**Note: Attempt any one question from Section A and attempt any two questions from section B. Each question in section A carries 5 marks and in section B 10 marks.**

**Section A**

1. Define TQM. Compare the dimensions of product and service quality.
2. Differentiate between acceptance sampling and consumer risk.

**Section B**

3. Explain the concept and process of FMEA.
4. Draw a fishbone diagram showing different factors that lead to customer satisfaction with respect to quality.
5. Discuss the concept of Japanese 5S principles.