

**BE with MBA**

**Fifth Semester, Second Periodical Test**

**Paper MBA 301, 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. Write a short note on Bureau of Indian Standards.
2. What are Quality System Standards (QSS)? What is the role of ISO 14000 in QSS.

**Section B**

3. Explain the concept of Cost of Quality.
4. Write an essay on Agmark grading and standardisation.
5. Discuss seven magnificent quality tools.