

**BVM COLLEGE OF MANAGEMENT EDUCATION**  
**QUESTIONS BANK FOR**  
**3<sup>rd</sup> INTERNAL EXAMINATION NOV. - DEC.2015 MBA-III SEM**  
**Sub: MBA-302 TOTAL QUALITY MANAGEMENT**

**Short answer type Questions:**

**[A]. Each Question Carry 1.5 Marks**

- Q.1. What is quality system? Explain.
- Q.2. Define the concept and objectives of benchmarking
- Q.3. What do you mean by the Quality Improvement Index? Explain
- Q.4. Explain the Just-In-Time (JIT) & its objectives.

**[B]. Each Question Carry 2 Marks**

- Q.1. Define the concept of six sigma and its objectives
- Q.2. What are the different types of benchmarking? Explain
- Q.3. What are the roles of quality awards in quality improvement? Explain.

**[C]. Long answer type Questions: (Each Question Carry 3 Marks)**

- Q.1. Explain the various Quality awards in brief.
- Q.2. What is benchmarking? Explain its process.
- Q.3. What do you mean by the quality assurance? Explain
- Q.4. Explain the main elements of ISO 9000.
- Q.5. Explain the process of the ISO certification.
- Q.6. What do you mean by the Quality System Audit? Explain its objectives.
- Q.7. What are the main elements of the JIT system? Explain.
- Q.8. Explain the process of six sigma method.

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