

**QUESTIONS BANK FOR  
MBA-III SEM  
Sub: MBA-302 TOTAL QUALITY MANAGEMENT**

**Short answer type Questions:**

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

- Q.1. What do you mean by quality?
- Q.2. Define the Quality.
- Q.3. What is cost of quality?
- Q.4. What do you mean by Vision?

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

- Q.1. What is total quality control? Explain it.
- Q.2. Explain the dimensions of Quality.
- Q.3. What are the needs of quality improvement?

**Long answer type Questions:**

**[C].** Each Question Carry 3 Marks

- Q.1. Define the concept of Quality Management.
- Q.2. What are the principles of Quality Management?
- Q.3. Explain the Philosophy of Deming.
- Q.4. What do you mean by customer focus? Explain it.
- Q.5. What do you mean by total quality management? Explain.
- Q.6. What are the elements of TQM?
- Q.7. What do you mean by Vision and Mission Statements?
- Q.8. Explain the quality policy of a business.

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