

**STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086**  
**(For candidates admitted during the academic year 2019-20 and thereafter)**

**COURSE CODE: 19BA/MC/TQ63**

**B.B.A DEGREE EXAMINATION APRIL 2023**  
**BUSINESS ADMINISTRATION**  
**SIXTH SEMESTER**

**COURSE : MAJOR CORE**  
**COURSE TITLE : TOTAL QUALITY MANAGEMENT**  
**TIME : 3 HOURS**

**MAX. MARKS: 100**

**Section – A**

**Answer ALL Questions:**

**(10 x 2 = 20)**

1. Define Total Quality Management.
2. Write the types of Benchmarking.
3. Write about quality Assurance.
4. What do you mean by Quality control?
5. Give the meaning of Kaizen.
6. Write about Juran's quality trilogy.
7. Give the meaning for Environmental management system.
8. Write about six sigma.
9. What do know about Philip Crosby's zero defects.
10. Write about traditional management.

**Section – B**

**Answer Any FIVE Questions:**

**(5 x 8 = 40)**

11. Explain the importance of quality.
12. Write in detail the basic principles of total quality management.
13. Give the Deming's contribution in total quality management.
14. Write in detail the types of benchmarking.
15. Write the advantages and disadvantages of benchmarking process.
16. Explain the ISO registration for quality management.
17. Write the process involved in six sigma.

**Section – C**

**Answer Any TWO Questions:**

**(2 x 20 = 40)**

18. Explain the evolution of TQM.
19. Write about the concept of Kaizen and its application.
20. Explain Quality environment management system and its registration process with benefits.
21. What is quality control? Give its tools and quality function development.

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