



**SURESH
GYAN VIHAR**
UNIVERSITY
Accredited by NAAC with 'A' Grade

INTERNAL ASSIGNMENT - 1

Course	MBA	Total Quality Management
Semester	3	
Total Marks:	15	

Q.1. Write answers for any two questions from below. (5 marks each – Word limit – 500)

- A. Discuss the classification of total quality management tools.
- B. Discuss the procedure used in the "Five-Why" technique.
- C. What is meant by "process-driven reengineer"?

Q.2. Write short notes on all of the following topics (1 mark each - Word limit - 100)

- A. What is freedom?
- B. Confirmation to Requirements
- C. Explain Chain of customers.
- D. What is customer feedback?
- E. What is maintainability?



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INTERNAL ASSIGNMENT - 2

Course	MBA	Total Quality Management
Semester	3	
Total Marks:	15	

Q.1. Write answers for any two questions from below. (5 marks each – Word limit – 500)

- A. Discuss the potential benefits of Quality circles. What management should do to support and sustain quality circles?
- B. Explain how quality can be examined at three levels by an organization that is committed to quality. Explain briefly various determinants of quality in a manufacturing organization.
- C. What are the various types of processes? Give examples for each.

Q.2. Write short notes on all of the following topics (1 mark each - Word limit - 100)

- A. What is speed of delivery?
- B. Explain Credibility.
- C. Explain cycle of improvement.
- D. Quality improvement
- E. What is Consistency?