



THE AMERICAN COLLEGE, MADURAI

(An Autonomous Institution Affiliated to Madurai Kamaraj University)
Re-accredited (2nd Cycle) by NAAC with Grade "A", CGPA – 3.46 on a 4-point scale

Backlog Arrear Examination, March 2021

BBA 2420/3510/2430

TOTAL QUALITY MANAGEMENT

Duration: 3Hrs

Total Marks:75

SECTION - A

Answer any FIVE from the following

(5x15=75)

1. Discuss Deming's philosophy and describe how an organization can achieve it.
2. Enumerate the need for employee involvement.
3. Explain the Concept of 5S and benefits of 5s
4. Explain the four equipment maintenance techniques used in TPM.
5. Briefly discuss the concept of ISO 14001
6. Discuss the principles of TQM in detail.
7. Elaborate on the concept of six sigma and how it helps organizations.
