

Mid-West University
Examinations Management Office
Birendranagar, Surkhet
End Semester (Alternative/Physical) Examination-2078
Master of Business Administration (MBA)
Semester - III

Subject: Total Quality Management
Full Marks: 50 Pass Marks: 25

Course Code: MGT 533
Time: 3:00 Hours

You are required to answer in your own words as far as applicable.

Attempt all of the following Questions:

5×10=50

1. Give your personal arguments in the perspective of the employee involvement for improving quality and productivity. [10]
2. Briefly describe the three standards of the ISO 9000 series and write in the perspective of benefits of ISO registration. [10]
3. Organization's financial performance depends on customer satisfaction. So, organization emphasizes on customer expectations from product and service before production of goods and service. Few entrepreneurs are saying the Nepalese people are suffering from economic problem due to the COVID 19 pandemic. Nepalese people's expectation is only to obtain goods and service at minimum price as per as possible. If organization focused on mass production and provide goods and service at minimum price, organization would become successful to increase financial performance. Give your personal arguments. [10]

OR

What are the four broad categories of "causes" to help initially structure an Ishikawa diagram or "cause-and-effect" diagram? Describe with suitable examples. [10]

4. a. Differentiate between traditional and modern concept of quality. [5]
b. Why is supplier treated as a partner? Justify it with suitable examples. [5]
5. The following data are given the weight of an automobile part. Five samples of four items each is taken on random sample basis (at an interval of 1 hour each).

Sample number	Weight of the parts in gram			
1	10	12	10	12
2	10	12	13	13
3	10	10	9	11
4	11	10	9	14
5	12	12	12	12

- i. Draw the control charts for mean and range. Is the process under control? [4 + 4 + 2]

OR

Give your personal arguments about contribution of Deming and Crosby on the total quality management in this competitive era.

[10]

The End