

QP CODE 2085528505

Reg.No

--	--	--	--	--	--	--	--	--	--



DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – DECEMBER 2023

Semester: VIII 552 MG085 TOTAL QUALITY MANAGEMENT

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) Explain the steps for quality planning. (10 Marks)
b) Elucidate the important points to be considered while quality planning. (5 Marks)
c) Explain the general duties of a quality council. (5 Marks)
2. a) Discuss the two steps to empowerment. (5 Marks)
b) Explain three dimensions of empowerment. (5 Marks)
c) Briefly explain why team work is vital. (10 Marks)
3. a) Explain about Kaizen. (5 Marks)
b) Discuss about the measure of central tendency. (10 Marks)
c) Explain the measures of dispersion. (5 Marks)
4. a) Explain the objectives of Performance measures. (10 Marks)
b) Discuss the characteristics used to measure the performance of a particular process. (5 Marks)
c) Explicate the six basic techniques for presenting performance measures. (5 Marks)
5. a) Explicate the seven basic steps to get an organization started toward TPM. (10 Marks)
b) Discuss the major loss areas. (5 Marks)
c) Briefly Explain the ISO 9000 Series of Standards. (5 Marks)
6. a) Discuss what a typical meeting agenda contains after establishing the TQM. (10 Marks)
b) Elucidate the various quality statements. (5 Marks)
c) Explain the meaning of quality costs. (5 Marks)
7. a) Discuss the steps involved in training process. (5 Marks)
b) Explain the steps in constructing a cause & effect diagram. (5 Marks)

c) Explain about the benefits of employee involvement.

(10 Marks)