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CIS 405

First Semester M.Com. (IBM) Degree Examination, December 2018
Choice Based Credit System (CBCS)
COMMERCE

Total Quality Management and Corporate Governance

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any four** questions out of Seven, **each** question carries **10** marks, answer to **each** question should **not** exceed **4** pages. **(10×4=40)**

1. Give the meaning of term quality and its importance. Explain the various measures of quality control.
2. Explain the various stages of PDCA cycle.
3. Discuss Juran's quality trilogy with neat sketch, elaborate chronic waste and sporadic waste of quality control.
4. Describe the various dimensions of quality.
5. What is Six Sigma ? Discuss the various benefits of Six Sigma.
6. Explain the various components of TQM.
7. Explain the following with suitable examples wherever necessary :
 - A) Taguchi's Quality Loss Function (QLF) (Use a diagram).
 - B) Deming's Principles on Quality Management.

SECTION – B

Answer **any two** questions out of Three, **each** question carries **15** marks, answer to **each** question should **not** exceed **7** pages. **(15×2=30)**

8. What is Business process re-engineering ? Explain the steps involved in business process re-engineering.
 9. Define corporate governance and SEBI. Explain the guiding principles of SEBI.
 10. Describe a basic structure of a house of quality, a primarily planning tool in quality function development.
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