

QP CODE: 25047539



Reg No :

Name :

M.Com DEGREE (CSS) EXAMINATION, NOVEMBER 2025

Third Semester

M.COM MANAGEMENT AND INFORMATION TECHNOLOGY

ELECTIVE - CM820301 - TOTAL QUALITY MANAGEMENT (MANAGEMENT AND INFORMATION TECHNOLOGY)

2019 ADMISSION ONWARDS

2141A437

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

*Weight **1** each.*

1. Define Quality.
2. What is appraisal cost?
3. Explain Crosby Vaccine.
4. What is meant by continuous process improvement?
5. What is Partnering?
6. Write a short note on strategic measurement system.
7. What is JIT pull system?
8. What is Breakdown maintenance?
9. What is FMEA?
10. What is product audit?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

*Weight **2** each.*

11. What are the barriers to the TQM implementation process?
12. What is SMED? Explain the steps involved in implementing SMED.
13. What are the Principles of TQM?
14. Explain in detail the "PDCA Cycle".





15. What is meant by Quality Circles? Explain the functioning of Quality Circles.
16. Explain Scatter diagram.
17. What are control charts? When to use control charts?
18. Explain the importance of TQM in manufacturing and service sector.

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

Weight 5 each.

19. Explain the scope, characteristics, pillars and elements of TQM.
20. What is customer satisfaction? Explain in detail Customer Satisfaction Model.
21. Explain Kanban.
22. Explain QFD.

(2×5=10 weightage)

