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Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2014 to 2017) (Sem.-4)

TOTAL QUALITY MANAGEMENT

Subject Code : BTA-18

M.Code : 71050

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A**Q1 Explain briefly the following terms :**

- a) What are the key elements of Total Quality Management?
- b) What are the basic principles of TQM?
- c) Define replication.
- d) Show the expression of quality cost in mathematical terms.
- e) What are quality circles?
- f) Define Quality as given by ISO 9000 standard.
- g) State the primary weakness of Benchmarking.
- h) What are the characteristics of quality vision statement?
- i) What is a sampling plan?
- j) What is Process Diagnosis?

SECTION-B

- Q2 Write down the historical development of Quality movement.
- Q3 Explain Deming's principle with suitable examples.
- Q4 Explain the Just-In-Time concept with specific example.
- Q5 What are various roles in organisational transition for Total Quality Management?
- Q6 Explain various obstacles to Total Quality Management.

SECTION-C

- Q7 Describe the cost of quality in detail with respect to service based industry.
- Q8 "*Creative solutions will emerge only from seven new management tools*". Discuss.
- Q9 Discuss the importance of employee involvement and motivation for enhancing quality.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.