



### SECTION-B

2. Discuss the relevance of Total Quality Management in Indian manufacturing industry.
3. How you will encourage workers for their participation through Just in Time (JIT)?
4. Discuss the complaint and redressal mechanism for higher customer satisfaction.
5. Elaborate the process of formulating and implementing a Plan.
6. Explain the factors affecting process management.

### SECTION-C

7. Define and discuss the concept of Total Quality Control (TQC) and Total Quality Management (TQM). Write the salient feature of both.
8. What is 'Just in Time' (JIT)? Explain its elements and benefits.
9. Explain the problem identification and solving techniques.

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