

SECTION-B

2. Briefly summarize the journey from inspection to TQM while stating the impact on quality issues.
3. How customer complaints and customer satisfaction can be used to measure the impact of TQM implementation?
4. How the 'top management support' and 'training and education' play an important role in implementing TQM successfully?
5. How the benchmarks and targets are set for different TQM performance parameters?
6. Explain the use of Design of Experiments with reference to TQM in improving operational performance.

SECTION-C

7. Classify the TQM tools used in production industry. Describe the application of Kaizens and Quality circles as TQM tools used for improving manufacturing performance.
8. Explain the framework and the steps to be followed in JIT implementation. What benefits can JIT implementation in manufacturing industry provide?
9. Describe the ISO 9001 implementation methodology. What are the most critical success factor and barriers encountered during the ISO standards implementation? Briefly explain.

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