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Total No. of Pages : 01

Total No. of Questions : 09

B.Tech. (Ind. Engg. & Mgt.) (Spl. in TQM) (Sem.-1)**INTRODUCTION TO TQM****Subject Code : IEM-101****Paper ID : [61001]****Time : 3 Hrs.****Max. Marks : 40****INSTRUCTIONS TO CANDIDATES :**

1. Attempt All EIGHT questions from SECTION-A carrying TWO marks each.
2. Attempt any SIX questions out of EIGHT from SECTION-B carrying FOUR marks each.

SECTION-A**Q1 Answer briefly :**

- a. Discuss the concept of quality globalization.
- b. Discuss the concept and application of PDCA cycle.
- c. Discuss the initiatives taken by Quality circles in an organization.
- d. Discuss how customers' expectations are changing business scenario.
- e. Discuss the economic effects of organization related to quality.
- f. Discuss the hidden losses associated with poor quality in organization.
- g. Discuss various misapplications and pitfalls related to COPQ.
- h. Discuss the post-independence developments in quality.

SECTION-B

- Q2 Discuss using suitable examples some seminal contributors which awaken the quality scenario in India.
- Q3 Explain using a suitable example the procedural steps for computing COPQ.
- Q4 Discuss various Categories of cost of poor quality in an organization.
- Q5 Discuss in brief the relationship between Quality, price and market share.
- Q6 What is quality improvement? Discuss its types in brief.
- Q7 Discuss the overview of ISO 14000 Management standard system.
- Q8 Discuss briefly steps to implement six sigma in your organization.
- Q9 Discuss the global quality movement and industrial revolutions post World War II.