

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**B.Sc.(ATHM) (2013 to 2017) (Sem.-4)**  
**TOTAL QUALITY MANAGEMENT**  
Subject Code : BTA-18  
Paper ID : [A2271]

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**

**1. Answer the following questions :**

- a. PDSA Cycle
- b. Quality system
- c. SPC
- d. FMEA
- e. QFD
- f. Eight basic elements of TQM
- g. Six sigma
- h. Kaizen
- i. Check sheet
- j. ISO

**SECTION-B**

2. What is TQM? Give its exact definition by word along with its origin.
3. What are the ISO 9000 Standards?
4. Explain how TQM is different from the traditional notions of quality. Also, explain the differences between traditional organizations and those that have implemented TQM.
5. Describe the four dimensions of quality. Which do you think is most important?
6. What is the Malcolm Baldrige National Quality Award? Why is this award important and what companies have received it in the past?

**SECTION-C**

7. Explain :
  - a. Obstacles to TQM
  - b. Quality Circle
8. Who are the seven “*gurus*” of quality? Name at least one contribution made by at least three of them.
9. Define quality in detail for the following products : a mobile, Laptop, Professional institute and hair oil.