

Roll No. ....

Total Pages : 2

BT-8/M-20

38054

TOTAL QUALITY MANAGEMENT

Paper–ME-426-E

Option–II

Time Allowed : 3 Hours]

[Maximum Marks : 100

Note : Attempt five questions in all, selecting at least one question from each Unit. All questions carry equal marks.

UNIT–I

1. (a) Elaborate the fourteen steps involved in Crosby's quality approach. 10
- (b) Define quality and state various factors which affect the product quality. 10
2. (a) Define Total Quality Culture (T.Q.C.) and state its functions. 10
- (b) Explain the following concepts :
  - (i) Quality circles.
  - (ii) Total employee involvement. 10

UNIT–II

3. (a) Explain the basic concepts of TQM along with its advantages. 10
- (b) Describe TQM in service sector. 10

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4. Write short notes on any four : 20
- (a) Cause and effect diagram.
  - (b) SWOT analysis.
  - (c) JIT manufacturing.
  - (d) Kaizen.
  - (e) Six sigma concept.

#### UNIT-III

5. Explain various steps for ISO : 9000 standard registration. 20
6. Write short notes on any two of the following terms in context with ISO : 9000 : 20
- (a) Documentation.
  - (b) Closing comments.
  - (c) Registration.

#### UNIT-IV

7. (a) Describe the need of standardization. 5
- (b) Introduce the concept of ISO : 14000 standards. 15
8. Write short notes on the following terms : 20
- (a) Concept of ISO 14001.
  - (b) EMS advantages.