

Roll No. ....

Total Pages : 2

BT-8/M-20

38126

TOTAL QUALITY MANAGEMENT

Paper–ME-426E

Time Allowed : 3 Hours]

[Maximum Marks : 100

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

UNIT–I

1. Discuss the role of Juran and Crosby in evolution of the concept of Quality. 20
2. Describe various obstacles in quality implementation. Also discuss, how do operators help in achieving quality in an Organization. 20

UNIT–II

3. How is role of TQM in Service sector different from the role in Manufacturing sector ? How is TQM implemented ? 20
4. Write briefly on SQC, JIT and Kaizen. 20

UNIT–III

5. Why are ISO 9001 series of standards required ? Discuss their usefulness in manufacturing Environment. 20

38126/K/539

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6. Write briefly on steps involved in registration and closing comments during implementation of ISO 9001 series of standards. 20

#### UNIT-IV

7. Write briefly on steps involved in implementing ISO 14000 series of standards. Discuss their impact on Environmental sustainability. 20
8. Write briefly on ISO 10011-10014 series of Standards. 20

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