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Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (Sem.-4)
TOTAL QUALITY MANAGEMENT
Subject Code : BTA-18
M.Code : 71050
Date of Examination : 13-12-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS 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. Explain briefly the following terms :

- a) Define Quality.
- b) What is a Scatter diagram?
- c) What is Deming's Principle?
- d) Define the Term Kaizen.
- e) Define a Team.
- f) What is Juran's Quality Trilogy?
- g) What is Total Quality management?
- h) What is matrix diagram?
- i) Write the benefits of ISO 9000.
- j) What are the steps for constructing Pareto diagram?

SECTION-B

2. What are the objectives of Benchmarking? Discuss its process.
3. Discuss Juran's contribution for improvement of quality productivity and competitive positions.
4. Briefly explain various problem-solving tools.
5. Discuss the role of HR in implementation of total quality management.
6. What is Documentation? Explain the documents prepared while implementing ISO 9000 standards.

SECTION-C

7. How is quality important in a competitive and global environment? Discuss with suitable examples.
8. Discuss the various quality aspects to be taken into consideration in service organizations.
9. Compare and contrast the philosophies of Deming and Juran.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.