

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHSRM (2012 & Onwards) (Sem.-3)
TOTAL QUALITY MANAGEMENT
Subject Code : BHSRM-303
M.Code : 70636

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

Q1. Define the following terms :

- a) Motivation
- b) Deming philosophy
- c) Strategic planning
- d) Retention
- e) FEMA
- f) Performance Appraisal
- g) TS 16949
- h) Quality Council
- i) PDSA Cycle
- j) TPM

SECTION-B

- Q2. Quality Auditing.
- Q3. QMS ISO 9001:2000.
- Q4. Thoughts of quality Guru- JURAN.
- Q5. Quality Function Deployment (QFD).
- Q6. Advantages of Benchmarking.

SECTION-C

- Q7. What are different “Cost of quality”? Explain in detail.
- Q8. Explain 5 “S” philosophy of Kaizen.
- Q9. What are role and responsibilities of top management of an organization in developing and implementing TQM concepts in an organization?

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.