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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
Paper ID : [G1172]

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. Short Answer Type Questions :

- a. What is scatter diagram?
- b. State the significance of quality circles.
- c. What is Service quality?
- d. What are Organization standards and Product standards?
- e. List down the pillars of TPM.
- f. Explain importance of supplier rating.
- g. Explain Empowerment.
- h. How the conceptual approach does to ISO 14001 differs from ISO 9001?
- i. How are the measures of central tendency used in quality analysis?
- j. What is the purpose of Pareto diagrams?

SECTION-B

- Q2. What are the steps in strategic planning?
- Q3. What are the duties of quality council?
- Q4. How is process Decision Program Chart used? Give an example.
- Q5. Explain about Quality system auditing.
- Q6. Explain the factors that Kaizen focuses for continuous improvement.

SECTION-C

- Q7. What is critical success factor? How it is useful in Bench Marking?
- Q8. Discuss the various elements of ISO 9000-2000 quality system.
- Q9. 'Six sigma concept can be applied to non-manufacturing processes' . Do you agree with this statement? Justify your answer with suitable examples.