

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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**P. T. O.**

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.