Roll No.
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.

