

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHSRM (2014 & 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

1. Short answer type questions :

- a. Define Quality Cost.
- b. What is PDSA cycle?
- c. Give any two obstacles associated with TQM implementation.
- d. Why ISO 9000 needed?
- e. Mention goals of TPM.
- f. What are the elements of customer services?
- g. Define empowerment.
- h. What is a Kaizen?
- i. What is a measure of dispersion?
- j. What is QFD?

SECTION-B

2. Define recognition and reward.
3. What is needed for a leader to be effective?
4. What are the steps in PDSA cycle?
5. Give the usage of C&E diagram.
6. What are the benefits of ISO?

SECTION-C

7. Define TQM and Quality Planning. What is the concept of TQM? Give the objectives of TQM in detail.
8. Define feedback. Give the need for a feedback in an organization. Also list the tools used for feedback.
9. Explain in detail the elements of ISO 9000:2000.

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.