

Roll No.

Total No. of Questions : 13]

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J-3199[S-1055]

[2037]

PGDATHM (Semester - 2nd)
TOTAL QUALITY MANAGEMENT
(PGDATHM - 204)

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section - A

Q1)

(15 × 2 = 30)

- a) What are Deming's principles of Quality?
- b) Write short notes on Total Quality Management.
- c) Enlist 4 statistical tools in TQM.
- d) Define Pareto diagrams.
- e) Explain Principles of Benchmarking.
- f) Write a note on Malcolm Baldrige Award.
- g) Write a note on Control charts.
- h) Examine the relationship between quality and low cost, explaining the logic behind low cost.
- i) What are the three elements of Juran's Quality Trilogy?
- j) Enlist the obstacle to TQM.
- k) What is Quality to a customer of a service firm?
- l) Why is employee involvement important in building a Quality organization?
- m) What is a check sheet?
- n) Write a note on Quality control.
- o) Name any 3 Quality gurus.

P.T.O.

Section - B

(9 × 5 = 45)

- Q2)** Discuss the need and importance of Total Quality Management in business organizations.
- Q3)** State the importance of quality circles in Total Quality Management.
- Q4)** Critically examine the role of human resource management in implementing total quality management in an organization.
- Q5)** Why do industries need Quality Management training for their employees?
- Q6)** Discuss the role and functions of top management in improving the quality of an organization.
- Q7)** Write a note on The Total Quality Management tool kit.
- Q8)** “The primary objective of quality is to give value to the customer”. Evaluate and discuss the ways in which the firm can give more value to its customers.
- Q9)** What do you mean by ‘Zero Defects’? What are the 14 steps that Crosby has suggested to build up Zero Defects movement?
- Q10)** What are some of the humanistic elements of TQM? Discuss.
- Q11)** What are the benefits of ISO implementation? Discuss.
- Q12)** Which of the quality gurus, in your view, have most significantly influenced the quality movement since World War II? Briefly discuss the main points of the contribution of one such guru.
- Q13)** Why has TQM been gaining popularity? Discuss and then comment in the context of Indian situation.

