TOTAL QUALITY MANAGEMENT - KDAXA

Time: 3 Hrs　　　　　　　　　**I M.COM.**　　　　　　　　　**Max. Marks: 75**

SECTION – A

Answer any _TEN_ questions　　　　　　　　　　　　　　　**(10 x 1 = 10)**

1. Define quality.
2. What is quality planning?
3. Define sampling.
4. What is inspection?
5. What are control charts?
6. What is UCL?
7. What is employee involvement?
8. Define performance measures.
9. Define ISO.
10. What are quality management systems?
11. What is EMS?
12. What is zero defect?

SECTION – B　　　**(ANSWER ANY _FIVE_ QUESTIONS)**　　　　　**5 X 5 = 25**

13. Explain PDCA cycle.
14. State the objectives of TQM.
15. Discuss the importance of defect diagnosis and prevention.
16. Write about ISO 9000 series.
17. State the significance of environmental management standards.
18. Narrate the uses of control charts.
19. Discuss the elements of performance measures.

SECTION – C　　**ANSWER ANY _FOUR_ QUESTIONS**　　　　　　**4 X 10 = 40**

20. Discuss the types of control charts.
21. Write an essay on seven new management tools.
22. What is continuous quality improvement? Why is it important?
23. Explain the ISO implementation process.
24. Explain the scope and advantages of TQM.
25. Write detailed notes on Value engineering.