

- N.B. 1 Question number ONE is compulsory
2 Attempt any THREE questions out of remaining FIVE
3 Figure to right indicate full marks
01. Answer the following (any four) **20**
- (a) Mention the use of stratification chart in TQM?
 - (b) Explain the principles of total quality management
 - (c) Explain the approach for vendor evaluation and vendor selection in TQM
 - (d) What are the benefits of ISO 9000 certification? How does it help in
 - (e) How the TQM approach is customer oriented? Explain it
02. (a) What is quality improvement? How is it different from quality planning and quality control **10**
- (b) What are the advantages of implementing TQM in a manufacturing organization? **10**
03. (a) Explain six sigma approach in TQM and its significant benefits **10**
- (b) What is an OC curve? Explain its significance **10**
04. (a) Explain the approach and barriers in implementation of TQM **10**
- (b) What are the ways by which an organization can make use of customer feedback **10**
05. (a) Discuss about the various stages in failure mode and effect analysis? **10**
- (b) Explain the strategic planning for quality improvement with examples **10**
06. (a) Explain push-pull view of supply chain and cycle view of chain management **10**
- (b) Explain X bar and R charts and their use in quality monitoring. **10**
