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Roll	<i>No.</i> :			• • • • • • •	In Phonese (N'Executing 2nd Exellent				
Invi	gilato	r's Si	gnature :						
CS/BHM/SEM-7/HM-719/2009-10									
2009									
TOTAL QUALITY MANAGEMENT									
Time Allotted: 3 Hours					Full Marks : 70				
The figures in the margin indicate full marks.									
Candidates are required to give their answers in their own words									
as far as practicable.									
GROUP – A									
(Multiple Choice Type Questions)									
1.	. Choose the correct alternatives of the following : $10 \times 1 = 10$								
	i) Who is the following a TQM guru?								
		a)	Feigenbaum	b)	Prahalad				
		c)	Hamel	d)	None of these.				
	ii) Who gave the concept of scientific management?								
		a)	Fayol	b)	Crosby				
		c)	Feigenbaum	d)	Deming.				
	iii) Who started Quality Management ?								
		a)	Fayol	b)	Deming				

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d)

Hamel.

Prahalad

c)

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iv)	TQM	I started in which coun	try?	Unech				
	a)	US	b)	Japan				
	c)	India	d)	None of these.				
v)	Which of the following comes in TQM ?							
	a)	Quality improvement						
	b)	Quality assurance						
	c)	Quality upliftment						
	d)	All of these.						
vi)	What is the full form of ISO ?							
	a)	International Organization for Standardization						
	b)	on Organization						
	c)	Indian Standard Organization						
	d)	None of these.						
vii)	Who gave the concept of "Quality Trilogy"?							
	a)	Juran	b)	Deming				
	c)	Crosby	d)	Feigenbaum.				
viii)	Who gave the concept of "absolutes of quality"?							
	a)	Crosby	b)	Juran				
	c)	Feigenbaum	d)	Deming				



- ix) TQM calls for
 - a) Total Quality
 - b) Partial Quality
 - c) Quality in some stages
 - d) None of these.
- x) The concept of TQM came
 - a) after the end of World War II
 - b) after Industrial revolution
 - c) after French revolution
 - d) after Indian independence.

GROUP – B (Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

- 2. What is Basic concept of TQM?
- 3. Write about the types of customers.
- 4. What is Customer satisfaction according to Teboul.
- 5. Briefly describe the KAIZEN movement.
- 6. What do 5S stands for?

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(Long Answer Type Questions) Answer any *three* of the following. 3×15

- 7. a) What is ISO 9000?
 - b) What are the scope of the requirements of ISO?
 - c) Explain certification of audit.

15

8. Explain Maslow's theory of motivation and Hezberg's two factor theory.

OR

Describe Deming's philosophy and his 14 points on quality.15

- 9. a) What is PDSA cycle?
 - b) Explain KAIZEN the management's role in the continuous improvement of the processes and products.

OR

4

What is Team? Explain

- i) Types of teams.
- ii) Stages of team development.
- iii) Barriers in team progress.

15

- 10. What is Juran's triology? Explain
 - a) Quality planning
 - b) Quality control
 - c) Quality improvement
 - d) Quality improvement strategies.

15

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