



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**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 |
| c) Prahalad | d) Hamel. |

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- 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 × 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 ?



**GROUP – C**

( Long Answer Type Questions )

Answer any *three* of the following.

3 × 15 = 45

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 Herzberg'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

What is Team ? Explain

- i) Types of teams.  
ii) Stages of team development.  
iii) Barriers in team progress. 15
10. What is Juran's trilogy ? Explain
- a) Quality planning  
b) Quality control  
c) Quality improvement  
d) Quality improvement strategies. 15

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