

1059

B. Voc. (Food Processing and Preservation)

Sixth Semester

GC-602: Total Quality Management

(Common to all B. Voc.)

Time allowed: 3 Hours

Max. Marks: 80

NOTE: Attempt five questions in all, including Question No. 1 which is compulsory and selecting one question from each Unit.

x-x-x

I. Answer any four of the following:-

- a) What is Quality Cost?
- b) Explain PDCA Cycle
- c) What is Kaizen Philosophy?
- d) Explain QFD
- e) Define TPM
- f) Briefly explain 3.4 DPMO.

(4x4)

UNIT – I

- II. What do you mean by quality? Write in detail various dimensions of quality. (16)
- III. Explain various principles of Total Quality Management. (16)

UNIT – II

- IV. What are the barriers for implementing TQM in an industry? (16)
- V. Explain Continuous Process Improvement. How can it be achieved in a manufacturing concern? (16)

UNIT – III

- VI. What do you mean by benchmarking? Write a detailed note on the process and benefits of benchmarking. (16)
- VII. Write a detailed note on Taguchi Quality Loss Function with the help of a suitable example.

UNIT – IV

- VIII. "While quality audits are focused on processes and products, they also help managers identify whether the applied strategies are delivering results. In the case of deviations, they also help identify the root cause to take the necessary corrective actions." Explain. (16)
- IX. Explain the documentation and benefits of quality certification. (16)

x-x-x