

1058

B. Voc. (Hardware and Networking)  
6<sup>th</sup> Semester  
GC-602: Total Quality Management

Time allowed: 3 Hours

Max. Marks: 80

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

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- I. Attempt any four of the following: -
- (a) Define quality and explain its dimensions.
  - (b) What are quality council and statements?
  - (c) Define the term Business Process Engineering.
  - (d) How is quality system implemented?
  - (e) Write a short note on: Total Productive Maintenance (TPM) (4×4)

**UNIT – I**

- II. What do you understand by Total Quality Management? What are its principles? (15)
- III. Explain quality costs and how it can be analyzed. (15)

**UNIT – II**

- IV. Write short notes on: -
- (a) Juran Trilogy
  - (b) PDSA Cycle
  - (c) 5S Kaizen (15)
- V. What are the various barriers to TQM implementation and how can we overcome them? (15)

**UNIT – III**

- VI. Explain the Taguchi Quality Loss function. (15)
- VII. What is benchmarking? Explain in detail the process of benchmarking. (15)

**UNIT – IV**

- VIII. What is Six Sigma Concept? Discuss its applicability. (15)
- IX. Explain the need of ISO-9000 and other quality systems? Also, discuss their benefits. (15)

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