

Exam.Code:1306

Sub. Code: 9855

1058

B. Voc. (Retail Management)

Sixth Semester

BIR-306: Total Quality Management

Time allowed: 3 Hours

Max. Marks: 80

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

x-x-x

I. Answer any four of the following:-

- a) What are the principles of TQM?
- b) Write a note on Deming Philosophy.
- c) Explain briefly the concept of Kaizen.
- d) Discuss the challenges faced in implementing TQM.
- e) Explain Taguchi Quality Loss Function.
- f) Write a note on ISO 14000.

(4x5)

UNIT – I

II. Define the term quality. Explain in detail the dimensions of Total Quality Management. (15)

III. Write short note on any two:-

- a) Barriers to TQM Implementation
- b) Quality Statements
- c) Supplier Selection and Rating

(3x5)

IV. What is meant by Business Process Reengineering (BPR)? How can companies integrate BPR into their business processes? (15)

UNIT – II

V. What do you mean by Benchmarking? Explain in detail the process of Benchmarking. (15)

VI. Write short note on any two:-

- a) Quality Function Deployment (QFD)
- b) Total Productive Maintenance (TPM)
- c) Six Sigma

(3x5)

VII. What are the elements of quality systems? How can an organization implement an effective quality system? Discuss. (15)

x-x-x