

2123

M.Com. (E. &F.B.) Third Semester  
FB-306: Total Quality Management

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, selecting atleast two questions from each Unit. All questions carry equal marks.

x-x-x

**UNIT – I**

- I. Explain Taguchi approach, reliability and failure analysis.
- II. Explain TQM process and its phases for implementation.
- III. Who is a customer and explain continuous improvement process.
- IV. Explain Pareto Diagram and Control of Charts for TQM.
- V. What are the challenges & trends faced by the management and how they can be managed with TQM?

**UNIT - II**

- VI. Explain principles suggested by Dr. Kaoru to ensure quality products and services to reduce unsatisfactory condition between the customer and the supplier.
- VII. Define quality leadership and explain how quality culture and motivation qualify linked productivity can be maintained.
- VIII. Explain how employees can be involved in TQM Organisation.
- IX. What is cost of quality? Explain how cost of quality can be managed.
- X. Explain ISO-9000 & ISO 9001 -2000 series for TQM.

x-x-x