



# MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL

Paper Code : OE-ME801A/OE-ME802A Total Quality Management

UPID : 008289

Time Allotted : 3 Hours

Full Marks : 70

The Figures in the margin indicate full marks.

Candidate are required to give their answers in their own words as far as practicable

## Group-A (Very Short Answer Type Question)

1. Answer any ten of the following :

[ 1 x 10 = 10 ]

- (I) Give some other quality systems?
- (II) Define Quality Costs?
- (III) Give the need for a feedback in an organization?
- (IV) What is a measure of central tendency?
- (V) Give the types of Product Evaluation Standards?
- (VI) Give the Basic Concepts of TQM?
- (VII) What are the types of teams?
- (VIII) Define Run chart?
- (IX) What are the methods of actual audit?
- (X) State the Quality Improvement Strategy?
- (XI) What are the various quality statements?
- (XII) What are the stages of team development?

## Group-B (Short Answer Type Question)

Answer any three of the following :

[ 5 x 3 = 15 ]

2. Give the Objectives of TQM? [5]
3. Define Empowerment? [5]
4. What are the generic steps for the development and execution of action plans in benchmarking? [5]
5. What are the benefits of ISO? [5]
6. Define Total Quality? [5]

## Group-C (Long Answer Type Question)

Answer any three of the following :

[ 15 x 3 = 45 ]

7. Explain the Deming's philosophy for TQM [ 15 ]
8. Explain the seven step plan to establish the TPM in an organization in detail [ 15 ]
9. Explain the different approaches towards continuous process improvement [ 15 ]
10. Explain the different types of cost contributing to the cost of quality [ 15 ]
11. Explain customer satisfaction & retention in details. [ 15 ]

\*\*\* END OF PAPER \*\*\*