

13/06/2025 TE CHEMICAL SEM-V C-SCHEME TQM Q: CODE: 10087022

(3 Hours)

Marks 80

- N.B.**
- 1 Question number ONE is compulsory**
  - 2 Attempt any THREE questions out of remaining FIVE**
  - 3 Figure to right indicate full marks**

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|-----|--|-----------|
| 01. | Answer the following (any four)  | <b>20</b> |
| (a) | What are the measured dimensions of service quality?   |           |
| (b) | Mention the use of stratification chart in TQM?  |           |
| (c) | What are the benefits of TQM   |           |
| (d) | How is the TQM approach customer oriented? Describe in short.  |           |
| (e) | Explain the approach for vendor evaluation and vendor selection in TQM   |           |
| 02. | (a) Explain six sigma approaches in TQM and its significant benefits   | <b>10</b> |
|     | (b) Explain the approach and barriers in implementation of TQM   | <b>10</b> |
| 03. | (a) Define and explain the use of fish-bone diagram and Pareto's charts  | <b>10</b> |
|     | (b) What is an OC curve? Explain its significance  | <b>10</b> |
| 04. | (a) What are the advantages of implementing TQM in a manufacturing organization?   | <b>10</b> |
|     | (b) What are the ways by which an organization can make use of customer feedback   | <b>10</b> |
| 05. | (a) Explain the role of senior level management in TQM implementation?   | <b>10</b> |
|     | (b) What are the benefits of ISO 9000 certification? How does it help with quality improvement? Describe the requirement for ISO 9000 certification. | <b>10</b> |
| 06. | (a) Explain push-pull view of supply chain and cycle view of chain management  | <b>10</b> |
|     | (b) Explain X bar and R charts and their use in quality monitoring.  | <b>10</b> |

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