

Subject: Total Quality Management (TQM) – PGDSCM/ADSCM - III

Max Marks: 100

Date: 04-06-2009 (11.00 am to 2.00 pm)

Time: 3 hours

- Note: 1) Answer any 5 main questions out of the TEN main questions
2) All *main* questions carry EQUAL marks of 20 each (10×2)
3) If required, use of non-programmable (simple pocket) calculator only allowed

- Q1a) Explain, with examples, the difference between proactive action and reactive action in the context of TQM
- Q1b) Make comparative assessment of the three Quality Gurus, namely, Crosby, Deming and Juran
- Q2a) Why are Indian industries not adopting *Kaizen* principles?
- Q2b) "TQM requires a shift in the thinking about customers, suppliers and shareholders/owners". Explain and cite any research evidence.
- Q3a) What does the "Quality Centred Strategic Planning Process" mean? Briefly describe the nine-step procedure of strategic planning.
- Q3b) Why should a firm have a Quality Cost System? What uses has the quality cost information for the management of a business firm?
- Q4a) Describe each of the "seven tools" of quality management. Where would you use them?
- Q4b) What are the different types of bench markings in relation to objects being benchmarked?
- Q5a) What is re-engineering? How do you define a business process?
- Q5b) What are the types of decision-making and problem-solving data? Give suitable examples to back your answer.
- Q6a) What is different in TQM about identifying training and education needs?
- Q6b) Draw the hierarchy of needs. Why do some people tend to demand more and more money even when they have enough? Can you explain this in terms of applying thresholds to need fulfillment?
- Q7a) How will you plan the development of ISO 9000 QMS documentation in your organization?
- Q7b) State the objectives of The National Environmental Tribunal ACT, 1995.

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Q8a) State the objectives of The National Environmental Tribunal ACT, 1995.

Q8b) Briefly explain the General Occupational Health Problems

Q9a) What are the steps in a Job Safety Analysis?

Q9b) What is quality audit and what is its purpose?

Q10a) What are the essential aspects that should be included in the audit report?

Q10b) Draw a flowchart for a typical Award Process and identify the key elements
