

Roll No.

23065

**M.Tech. 3rd Semester (M.E.)
Manufacturing & Automation
(General Elective-II) Examination-
December, 2016**

TOTAL QUALITY MANAGEMENT

Paper : 986/M-705-A(G)

Time : 3 hours

Max. Marks : 100

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

Note : Attempt any **five** questions.

1. Define TQM. How does it evolve ? What are the different dimensions of TQM ? Explain.

(20)

23065-350-(P-3)(Q-8)(16)

(1)

[Turn Over

2. What are the different components of TQM ?
How they collectively help in achieving TQM ?
Explain in detail. (20)

3. What are Hard and Soft factors in context of
TQM ? Explain all of them in detail. (20)

4. What do you mean by Quality Awards ?
Explain different quality awards and their
effectiveness in achieving TQM. (20)

5. How does TQM impact a organization ? What
are the different parameters that govern the
effect of TQM ? Explain them in detail. (20)

6. What is the role of top management in
achieving TQM ? Also explain the role of
innovation in achieving TQM. (20)

23065-350-(P-3)(Q-8)(16) (2)

7. Explain the following : (20)

(a) Quality Gurus

(b) MBNQA

(c) Sphere of TQM

8. Differentiate between role and expectation of
customer and supplier from organization in
the context of TQM. (20)

23065-350-(P-3)(Q-8)(16) (3)