

Registration No. _____
Year Number of Paper: 10
8th Semester Back Examination 2018-19
TOTAL QUALITY MANAGEMENT
MARKS: 20
Time: 1 hour
Answer Question No. 5 which is compulsory and any FIVE from the rest.
The figures in the right hand margin indicate marks.

01 Answer the following questions: (2 x 10)
a) Define TQM.
b) Define customer satisfaction.
c) Define quality.
d) Define quality management.
e) Give the 7 quality management principles.
f) Give the 8 dimensions of successful quality leaders.
g) What are the benefits of TQM?
h) What is quality culture? (10)

02 Explain customer satisfaction & mention its benefits. (10)
a) Give a brief definition of quality. (2)
b) Define quality. (2)
c) Define quality management. (2)
d) Define quality management system. (2)
e) Define quality management system. (2)

03 Explain the relationship between TQM and customer satisfaction. (10)
a) Define customer satisfaction. (2)
b) Define quality. (2)
c) Define quality management. (2)
d) Define quality management system. (2)
e) Define quality management system. (2)

04 Explain the relationship between TQM and quality management. (10)
a) Define quality management. (2)
b) Define quality management system. (2)
c) Define quality management system. (2)
d) Define quality management system. (2)
e) Define quality management system. (2)

05 Explain your awareness about the quality management system ISO 9000:2000. (10)
a) Define quality management system. (2)
b) Define quality management system. (2)
c) Define quality management system. (2)
d) Define quality management system. (2)
e) Define quality management system. (2)

06 Explain the relationship between TQM and quality management. (10)
a) Define quality management. (2)
b) Define quality management system. (2)
c) Define quality management system. (2)
d) Define quality management system. (2)
e) Define quality management system. (2)

07 Explain the concept of Quality in TQM. What are the advantages and disadvantages of TQM? (10)

08 Write short answer on any TWO: (10)
a) TQM
b) TQM
c) TQM

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