

1058

B. Voc. (Fashion Technology &amp; Apparel Design)

6<sup>th</sup> Semester

GC-602: Total Quality Management

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, including Question No. 1 which is compulsory and selecting one question from each Unit.

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I. Attempt any four parts: -

- (a) Principles of TQM
- (b) Concept of TQM
- (c) Service Quality
- (d) Benchmarking
- (e) ISO 14000
- (f) Kaizen Costing

(4×5)

**UNIT – I**

II. What is quality? Explain the various dimensions of quality? How TQM can be achieved? (15)

III. Explain the process of TQM. Write in detail various principles of TQM. (15)

**UNIT – II**

IV. Explain various barriers in the implementation of TQM. (15)

V. How Juran Trilogy philosophy is similar or different from Deming's Theory? (15)

**UNIT – III**

VI. What is business process reengineering? Explain various phases of successful implementation of BIR. (15)

VII. What is benchmarking? Give various types of benchmarking and the process of benchmarking. (15)

**UNIT – IV**

VIII. What is Six Sigma? How it helps in improving the quality? Give the challenges in implementation of Six Sigma. (15)

IX. Explain the need for various quality systems. What factors affect the implementation of quality system? (15)

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