

2055

B. Voc. (Retail Management) Sixth Semester
GC-602: Total Quality Management
(Common for all B. Voc.)

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. All questions carry 16 marks.

x-x-x

1. Attempt any four of the following
 - a) What is the significance of conformance to specifications in quality?
 - b) Explain the principle of employee involvement in TQM.
 - c) What is the role of a Quality Council in an organization?
 - d) Explain the concept of the "House of Quality" in QFD.
 - e) What is the main objective of Total Productive Maintenance (TPM)?
 - f) Explain DMAIC in context of six sigma.

UNIT - I

2. Discuss the importance of reliability, durability, and performance as key dimensions of quality in consumer electronics.
3. Define quality costs and explain the different categories of quality costs with examples.

UNIT - II

4. Identify and explain the common barriers to implementing TQM in an organization. How can these barriers be overcome?
5. What is the PDSA (Plan-Do-Study-Act) Cycle? How can organizations implement it for continuous quality improvement?

UNIT - III

6. Explain the step-by-step process of benchmarking. How can organizations ensure the successful implementation of benchmarking strategies?

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7. Explain the concept of the Taguchi Quality Loss Function and its significance in quality management. How does it differ from traditional quality control approaches?

UNIT - IV

8. Define Six Sigma and explain its core principles. How does it contribute to quality improvement in organizations?
9. Explain the benefits of ISO 14000 certification for businesses and the environment. How does it promote sustainable practices?

x-x-x