

Roll No. ....

Exam Code : J-19

Subject Code—0933

**P. G. Diploma in Production and  
Operations Management EXAMINATION**

(For Batch 2018 Onwards)

TOTAL QUALITY MANAGEMENT

PGDPOM-103

*Time : 3 Hours*

*Maximum Marks : 70*

**Note :** Attempt *Five* questions in all, selecting *one* question from each Unit. Q. No. **1** is compulsory. All questions carry equal marks.

**1.** Write short notes on the following : **7×2=14**

- (a) Benefits of TQM
- (b) Contribution of top management in TQM
- (c) Ishikawa's contribution in TQM
- (d) TQM Gurus

- (e) Total productivity management
- (f) Test of significance
- (g) Test and measurement in TQM.

### **Unit I**

- 2. What do you mean by cost of quality ? What are the parameters covered while measuring the cost of quality ? **14**
- 3. Differentiate between Total Quality and Total Quality Management. Explain the core concepts to assist the progress of TQM. **14**

### **Unit II**

- 4. What do you mean by quality planning ? What is the importance of quality planning in total quality management ? **14**
- 5. What is the contribution of Joseph M. Juran in total quality management ? **14**

### **Unit III**

- 6. What do you mean by quality of manufacturing process ? What are the advantages of quality of manufacturing process ? **14**
- 7. How standards can be maintained with the help of ISO certification ? List some benefits of ISO certification. **14**

### **Unit IV**

- 8. Elaborate the role of quality control charts in the quality control. **14**
- 9. Explain the role and importance of inspection in quality control. **14**