Day : Wednesday
Date : 13-07-2022

S-19997-2022

Time : 02:00 PM-04:30 PM
Max. Marks : 60

N.B.:

1) ALL QUESTIONS are compulsory
2) Answer to BOTH the sections to be written in the same answer booklet.

SECTION - I

Q.1) Explain the following: (Any 6)   (1 Marks X 6 = 06)

a)	Training	e)	Employee Satisfaction
b)	Appraisal Cost	f)	Continuous Improvement
c)	Quality	g)	Brand standard
d)	Failure Cost	h)	Six sigma

Q.2) Attempt ANY TWO of the following   (4 Marks X 3= 12)

a) Discuss the concept of Brainstorming.
b) Define Total Quality Management and Explain the objectives.
c) Explain the PZB model.
d) Give the Principles of Total Quality Management.

Q.3) Attempt ANY TWO of the following   (4 Marks X 3 = 12)

a) What are the advantages of Bench Marking?
b) Explain the Pareto analysis with graph.
c) What steps should the organization take for Empowerment of Employees.
d) Define Customer Retention.

SECTION - II

Q.4) Fill in the Blanks   (1 Marks X 6 = 06)

a) Inspection, scrap and and repair are examples of _____ cost.
b) _____ belt is used in six sigma.
c) TQM stands for _____.
d) Deming four step cycle of Improvement is _____.
e) Kaizen is a _____ process. The purpose of which goes beyond simple productivity improvement.
e) Fish bone diagram is also called as _____.

Q.5) Attempt ANY TWO of the following   (4 Marks X 3 = 12)

a) Explain the concept of 5s philosophy.
b) Explain the 14 concepts of Total Quality Management.
c) Describe International Organization of Standardization (ISO).
d) Give the sub elements of External Failure Cost Category?

Q.6) Attempt ANY TWO of the following   (4 Marks X 3= 12)

a) Explain Prevention cost?
b) Explain the process of problem solving.
c) Explain the importance and execution of Ishikawa Diagram.
d) Give the obstacles associated with TQM Implementation.

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