



JZ-010-004706

Seat No. _____

Fourth Year B. H. T. M. (Sem. VII)

Examination

October - 2019

7.6 E.1 : Quality Management

(Old Course)

Faculty Code : 010

Subject Code : 004706

Time : 3 Hours]

[Total Marks : 70

Instruction : Attempt any five questions. All questions carry equal marks i.e. 14 marks each.

- 1 Customers can be broadly segmented into Internal and External. How can External Customer satisfaction be measured in an organization? Elucidate with relevant examples and tools used in the process ?
- 2 Write a detailed note on International Organization for Standardization (ISO) ?
- 3 How Information analysis and decision making are essential aspect in implementing quality in any organization ?
- 4 Explain the concept of Total Quality Management? Elucidate on 8 key elements of Total Quality Management with relevant examples.
- 5 How is Customer satisfaction relevant to Quality Management? Explain how customer satisfaction can be determined in an organization.
- 6 What is Quality Management system? What are the benefits and principles of Quality Management system ?

- 7 Explain the concept of Quality and elucidate on the 8 dimensions of quality as proposed by David Garvin.
- 8 Continuous Improvement is an essential aspect of Quality. Explain the steps in quality method of a system for Continuous Improvement.
- 9 Write a detailed note on the contribution of Edward Deming in Quality Management.
- 10 Elaborate on any 2 : **2×7=14**
- (a) Contribution of Kaoru Ishikawa to Quality Management.
 - (b) 10 Steps of Quality Improvement by Juran.
 - (c) Philip Crosby's contribution to Quality Management.
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