

SY. BMS Prod. & QTY. MGMT. March, 2007

Time : 2 hrs

CODE - ZEBU

Mark : 60

- Instructions : 1) All questions carry equal marks.
2) Answer can be elaborated by diagrams wherever necessary.

Q.1 Describe the features of TQM. suggest an approach plan for TQM effectiveness. 15

OR

Q.1 What is TQM ? Explain principles of TQM. How employee involvement can help in TQM process. 15

Q.2 What is Job evaluation ? Explain its advantages and limitations. 15

OR

Q.2 Write short notes on 15
1) Deming's quality wheel
2) Total employee involvement
3) Pareto diagram

Q.3 Discuss the importance of interview. Explain different types of interview. 15

OR

Q.3 What is continuous improvement technique called ? Explain Gemba Kaizen and 3 Ms. and also kaizen & innovation. 15

Q.4 How productivity is measured ? Explain the factors affecting productivity. 15

OR

Q.4 Answer in brief 15
1) Ishikawa Diagram
2) Work study
3) Multiple Activity chart.