

BTech 6<sup>th</sup> Semester Mid-term Examination, 2022  
TOTAL QUALITY MANAGEMENT - ELECTIVE I  
UPE06E01

Full Marks: 30

Time: 1 hr

The figures in the margin indicate full marks for the questions.

**Answer all the questions.**

1. Describe each of the 14 points on route to quality as proposed by Deming. **(10)**
2. Discuss Juran's five important principles for achieving quality. **(10)**
3. What are the main contributions of Philip Crosby towards development of TQM? **(10)**

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