

S<sub>6</sub>UPE06E01PE

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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