

12. (a) Explain in detail about Deming Philosophy.
Or
(b) What is TQM? Explain Juran's ten steps to quality improvement.
13. (a) What is control chart? Explain its need and types.
Or
(b) Explain the benefits and limitations of Reengineering process.
14. (a) Explain the features of Quality Function Deployment.
Or
(b) Discuss in detail about the seven tools of Quality Management.
15. (a) What is TQM framework? Explain its benefits.
Or
(b) Explain the benefits of ISO 9001:2000 Certification.

PART C — (1 × 15 = 15 marks)

16. (a) Explain the Japanese 8D methodology.
Or
(b) Discuss with an example the stages in building the house of quality.