

Roll No.			Total No. of Pages :02

Total No. of Questions: 09

B.Tech.(EIE) (2011 & Onwards) (Sem.-5) TOTAL QUALITY MANAGEMENT

Subject Code: ME-251 M.Code: 57528

Time: 3 Hrs. Max. Marks: 60

INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students has to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.

SECTION-A

Q1 Answer briefly:

- a. Define quality.
- b. List the benefits of Total Quality Management (TQM).
- c. What is Material Requirement Planning?
- d. List the different techniques of data collection.
- e. What is Quality Assurance System?
- f. What is function of quality circle?
- g. Mention the different ways of employee's recognition.
- h. Define Benchmarking.
- i. Write the advantages of quality system standards.
- j. What do you understand by 'Design of Experiment'?



SECTION-B

- 2. Discuss the relevance of Total Quality Management in Indian manufacturing industry.
- 3. How you will encourage workers for their participation through Just in Time (JIT)?
- 4. Discuss the complaint and redressal mechanism for higher customer satisfaction.
- 5. Elaborate the process of formulating and implementing a Plan.
- 6. Explain the factors affecting process management.

SECTION-C

- 7. Define and discuss the concept of Total Quality Control (TQC) and Total Quality Management (TQM). Write the salient feature of both.
- 8. What is 'Just in Time' (JIT)? Explain its elements and benefits.
- 9. Explain the problem identification and solving techniques.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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