

**Total No. of Pages : 02**

**Total No. of Questions : 09**

**B.Tech.(EE)(2011 Onwards)/(Electrical & Electronics)(2011 Onwards OE)/  
(Electrical Engineering & Industrial Control) (2012 Onwards OE)  
(Sem.-6)**

# TOTAL QUALITY MANAGEMENT

**Subject Code : BTME-6XX**

**M.Code : 71243**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTION TO CANDIDATES :**

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

## SECTION-A

**1. Answer briefly :**

- (a) Define costs of quality.
- (b) Define quality statement.
- (c) Distinguish between quality control and total quality control.
- (d) Define material requirement planning.
- (e) What is the role of quality assurance system in TQM?
- (f) Give the origin of ISO 9000.
- (g) Name various quality control tools.
- (h) What do you mean by Customer satisfaction?
- (i) How employee involvement can be improved in an organization?
- (j) What is the significance of ISO 9003?

### SECTION-B

2. A Writer on quality has proposed statement that quality is the only issue for organisational Survival. Discuss the statement in the light of the challenges facing contemporary organisations.
3. Write a note on barriers in implantation of JIT system.
4. Explain **any two** problem solving tools.
5. Describe the conditions would you keep in mind while empowering people in the context of TQM.
6. Examine the role and responsibility of top management of an organisation in achieving centred focus on strategic planning.

### SECTION-C

7. Discuss Quality Function Development (QFD) in detail.
8. Briefly describe the main elements of ISO 9000 quality management system. How can this system be used for quality improvement? Explain.
9. Write short notes on the following :
  - (a) MRP vs. JIT system
  - (b) Benefits of benchmarking

**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.**