

Total No. of Pages : 02

Total No. of Questions : 09

B.Tech.(ME) (E-I 2011 Onwards) (Sem.-6)

TOTAL QUALITY MANAGEMENT

Subject Code : DE/ME-2.5

M.Code : 71257

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. Write briefly :**
- a) Name the early U.S. pioneers in the field of TQM.
 - b) List four important dimensions of product quality.
 - c) Give the benefits of JIT system.
 - d) Customer Retention
 - e) How is quality improvement different from quality assurance?
 - f) What does FMEA stand for?
 - g) Pareto Principle
 - h) Types of control charts
 - i) Benchmarking
 - j) Elements of ISO: 9001

SECTION-B

2. Elaborate the concept of Kaizen and the steps required to implement it in an industry.
3. What efforts can be made to empower individual employees and their groups in an organization?
4. How did ISO: 9000 begin?
5. Describe the seven basic QC tools.
6. Describe the procedure for problem solving in a systematic way.

SECTION-C

7. Define FMEA.. Show a sample of a design FMEA document and explain the various elements used in the document.
8. Compare and contrast JIT and MRP. Which one of these is more suited to Indian companies? Give suitable examples in support of your answer.
9. Write short notes on :
 - a) Salient features of TQC
 - b) Quality assurance system

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.