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Total No. of Pages : 02

Total No. of Questions : 18

**B.Tech.(CSE) (O.E. 2011 Onwards) (Sem.-6)****TOTAL QUALITY MANAGEMENT**

Subject Code : ME-251

M.Code : 71553

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS 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****Answer briefly :**

- 1) What do you understand by Total Quality Management?
- 2) Discuss the features of TQC.
- 3) What is waste elimination?
- 4) How computer can be useful in controlling the quality of a product?
- 5) Enumerate the steps involved in problem identification and solving process.
- 6) Define internal benchmarking and competitive benchmarking.
- 7) Define quality policy.
- 8) Enlist benefits of Material Requirement Planning.
- 9) What is the relevance of ISO 9000 in an organization?
- 10) Define FMEA.



**SECTION-B**

- 11) How employees can be empowered in industry to implement TQM?
- 12) Describe briefly the steps involved in Quality function deployment study.
- 13) Define Just-in-time (JIT) system. Describe key elements of JIT manufacturing system.
- 14) What are various types of problems and how they are identified in an organization?
- 15) What are the reasons behind undertaking a benchmarking study in an organization?  
Describe briefly the steps involved in the benchmarking process.

**SECTION-C**

- 16) Write elements of TQM. What are different TQM models? Explain **any one** in detail.
- 17)
  - a) What are the aims, benefits and weaknesses of ISO-9000?
  - b) What are ISO-9000 requirements for implementations?
- 18)
  - a) Write a short note on Taguchi Methods.
  - b) Differentiate between working of Push and Pull Kanban's deployed in Just in time (JIT) 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.**