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Total No. of Questions : 09

B.Tech.(3D Animation & Graphics) (2012 Onwards OE)
(Sem.-6)

TOTAL QUALITY MANAGEMENT

Subject Code : ME-251

M.Code : 56554

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

Q1 Answer briefly :

- (a) Mention **any four** principles of TQM.
- (b) What do you understand by the term Kaizen?
- (c) Why is the Pareto principle called as 80-20 rule?
- (d) Define strategic planning.
- (e) What is the driving force behind QFD?
- (f) How does Generic benchmarking differ from Competitive benchmarking?
- (g) What is PDCA cycle?
- (h) What is the acronym for FMEA?
- (i) What is quality assurance?
- (j) Is ISO certification product based or process based? Explain briefly.

SECTION-B

- Q2. Explain the contributions of Juran to the quality movement.
- Q3. How a successful quality circle programme can be established in an Industry?
- Q4. What is Quality function deployment? How house of quality is built? Explain exhaustively.
- Q5. Discuss the customer complaint redressal mechanism adopted by manufacturing organization while adopting TQM.
- Q6. Explain the documentation process in ISO 9001-2000 systems.

SECTION-C

- Q7. (a) Explain the role of leadership in TQM implementation.
- (b) Explain the elements, benefits and equipment layout for JIT system.
- Q8. (a) What are your suggestions for recognition and reward for employees in implementing quality systems successfully?
- (b) Describe the new seven tools of quality and their applications.
- Q9. (a) What is benchmarking? Explain the procedure for conducting benchmarking study in an organizations?
- (b) Write short note on Design of experiments.

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.