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Total No. of Pages : 02

Total No. of Questions : 09

B.Tech.(Automation & Robotics) (DE-I 2011 & Onwards) (Sem.-6)**TOTAL QUALITY MANAGEMENT****Subject Code : DE/PE-2.5****M.Code : 71541****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. How is the quality improvement different from quality assurance?
- b. What is policy deployment?
- c. Define Total Quality Control (TQC).
- d. Give different benefits of Just in Time (JIT).
- e. What is data collection?
- f. Enumerate the various steps involved in problem identification and solving process.
- g. What is employee empowerment?
- h. What is the basic principle of ISO 9000?
- i. List the types of benchmarking.
- j. What do you understand by Taguchi's quality loss function?

SECTION-B

2. Elaborate upon salient features of TQC and TQM.
3. Describe briefly the steps involved in Quality Function Deployment study.
4. What are various types of problems and how they are identified in an organization? Discuss problem solving process.
5. Define Benchmarking and describe the various benchmarking process.
6. What is ISO? Describe the twenty elements of ISO 9000 standards.

SECTION-C

7.
 - a. How do organizations deploy customer complaint and redressal mechanism for improving the quality?
 - b. Write a short note on Taguchi Methods.
8.
 - a. Describe the elements of Just in Time (JIT) manufacturing.
 - b. Define the following :

Total circle and Total employees involvement.
9.
 - a. What are the advantages and disadvantages of Total Employee Involvement?
 - b. What are the steps involved in a complete planning of a process.

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.