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Total No. of Pages : 02

Total No. of Questions : 18

**B.Tech. (ME) (E-I 2012 Onwards) (Sem.-6)****TOTAL QUALITY MANAGEMENT****Subject Code : DE/ME-2.5****M.Code : 71257****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 :**

Q1. Define TQM.

Q2. What is a PDSA cycle?

Q3. Explain in brief the concept of Benchmarking.

Q4. Give the significance of ISO 9000, why it should be adopted?

Q5. Define 'Quality Circles'.

Q6. What do you understand by Taguchi's quality loss function?

Q7. Name the different techniques of Data collection from market.

Q8. Enlist various elements of JIT.

Q9. State the process of "House of Quality" in quality function development.

Q10. Explain various factors of excellence.

### SECTION-B

- Q11. Describe the equipment layout for JIT system.
- Q12. What are various redressal mechanisms in customer satisfaction?
- Q13. Explain the process of preparing and implementing an Hoshin plan.
- Q14. Write about internal and external quality assurance.
- Q15. How problems are solved by quality circles? How does TEI increase through QC?

### SECTION-C

- Q16. a) How do you proceed to problem solving through a systematic way?
- b) What are different types of benchmarking?
- Q17. Explain in detail the various elements of ISO 9001 and ISO 9002.
- Q18. Write short notes on the following :
- a) Relevance of TQM
- b) Failure mode effect analysis

**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.**