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Total No. of Pages : 02

Total No. of Questions : 18

**B.Tech.(EE) (2012 Onwards)/**  
**B.Tech. (Electrical & Electronics) (2012 Onwards OE)/**  
**B.Tech. (Electrical Engineering & Industrial Control) (2012 to 2017 OE)**  
**(Sem.-6)**

**TOTAL QUALITY MANAGEMENT**

Subject Code : BTME-6XX

M.Code : 71243

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**

**Answer briefly :**

1. Compare TQM and TQM frame.
2. Classify any four principles of TQM.
3. Write advantages of implementing JIT in a manufacturing industry.
4. What do you mean by customer satisfaction?
5. What is quality council?
6. How is teamwork important in TQM?
7. Define quality assurance.
8. Define performance appraisal.
9. What is relationship diagram? When do you use it?
10. Define benchmarking.

### SECTION-B

11. Compare the dimensions of product quality and service quality with example.
12. “Juran defined quality as fitness for use or purpose.” Critically evaluate the definition.
13. Explain elements of JIT in detail.
14. Explain the House of Quality in Quality Function Deployment.
15. Write a note on the concept of failure mode effect analysis.

### SECTION-C

16.
  - a) Write the advantages and disadvantages of total employees involvement (TEI)
  - b) Explain the concept of Taguchi's Quality loss function in detail. Give an example.
17. Explain the steps followed to get ISO certification for a manufacturing industry.
18. Write short notes on the following in reference to successful implementation of TQM :
  - a) Customer satisfaction
  - b) Empowerment of employees

**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.**