

Roll No. 

--	--	--	--	--	--	--	--	--	--

Total No. of Pages : 02

Total No. of Questions : 18

B.Tech. (CSE) (O.E. 2012 to 2017) (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 are the various characteristics of quality?
2. Name the benefits of TQM.
3. Name the quality awards available worldwide.
4. What is Kanban system?
5. What are different types of waste?
6. List 7 QC tools.
7. Why benchmarking is important?
8. What is total employee involvement?
9. What is importance of data collection in improving the quality?
10. What is just-in-time?

### SECTION-B

11. What are benefits of successful implementation of TQM?
12. What is Benchmarking? How it helps in improvement?
13. Explain the concept of customer satisfaction and Quality function deployment.
14. What are various factors affecting the process management?
15. Compare features of TQC and TQM?

### SECTION-C

16. Write a short note on Taguchi methods, JIT, cause and effect diagram, quality function deployment.
17. Discuss the features of ISO 9001 along with its benefits.
18. Policy deployment and daily works management are important pillars of TQM. Discuss.

**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.**