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Total No. of Pages : 01

Total No. of Questions : 08

**M.Tech.(ME) (Sem.-3)**  
**TOTAL QUALITY MANAGEMENT**  
**Subject Code : MT/MME-515**  
**M.Code : 38215**

Time : 3 Hrs.

Max. Marks : 100

**INSTRUCTION TO CANDIDATES :**

1. Attempt any FIVE questions out of EIGHT questions.
2. Each question carries TWENTY marks.

1. How will you apply the concept of total quality management for attaining both the effectiveness and efficiency in manufacturing as well as service sectors? Explain.
2. How do features of a product affect the customer's perception on quality? Explain the various causes of customer complain and suggest few strategies to address them.
3. Explain the process of quality function deployment. How will you convert the voice of customer into production planning process? Discuss.
4. Explain different types of teams. What are the characteristics of a successful team? Explain the various decisions made by a team and how are they made.
5. Define Process Capability. Explain in detail the construction of R chart with an example.
6. Define Competitive Benchmarking. Explain in detail the steps involved in the benchmarking process.
7. Differentiate between total quality control and total quality management. Discuss different total quality management models.
8. Write detailed notes on :
  - a) QC tools.
  - b) Relevance and origin of ISO 9000.

**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.**