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Total No. of Pages : 02

Total No. of Questions : 09

B.Tech.(Automation & Robotics) (DE-I 2012 & 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. What do you understand by Total Quality Management?
- b. Enumerate the benefits of adopting TQM in organizations.
- c. What do you understand by JIT?
- d. How does worker involvement ensure effective JIT implementation?
- e. How does TQM lead to employee empowerment?
- f. What do you understand by quality circles?
- g. Enumerate the elements of ISO 9001.
- h. What is the significance of suggestion schemes in TQM?
- i. Enumerate the elements of failure mode and effect analysis technique.
- j. Explain Taguchi Methods and its applications.

SECTION-B

2. How does TQM facilitate organizations to realize excellence in manufacturing / services?
3. Discuss the salient features of Total Quality Control.
4. Describe the procedure for TQM policy development and implementation.
5. How does TQM promote employee recognition, education and training?
6. Define Benchmarking. Explain the procedure of benchmarking studies conducted in the industry to improve quality.

SECTION-C

7.
 - a) Explain the salient features of Malcolm Baldrige Criteria for Performance Excellence.
 - b) What does Kanban stand for? Explain various types of Kanbans used in manufacturing industries giving their benefits and limitations.
8.
 - a) Discuss the procedure for evaluating customer satisfaction. How do organizations collect data for evaluating the customer satisfaction index or customer complaints?
 - b) Define Quality Function Deployment. Explain the phases involved in QFD deployment plan.
9.
 - a) Describe the seven new quality control tools used under TQM for problem solving.
 - b) Write short note on Design of experiments.

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.