

**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) Write the salient features of TQM.
- 2) What are the dimensions of quality?
- 3) Enlist factors affecting Quality.
- 4) What are the steps in benchmarking?
- 5) Write about policy development and implementation in planning process.
- 6) Explain “Leadership Commitment”.
- 7) Write short note on FMEA documentation.
- 8) Differentiate between TQM and TQC.
- 9) Write about reward and recognition in Total Employees Involvement.
- 10) State the objectives of ISO 9000.

### SECTION-B

- 11) Explain the 4C's of TQM.
- 12) Explain elements of JIT and also explain equipment for JIT system.
- 13) State and explain the principles of TQC.
- 14) Explain customer satisfaction, complaint and redressal mechanism .
- 15) What is the role of a management representative in an ISO certified company? What are his responsibilities?

### SECTION-C

- 16) With suitable diagram explain the TQM models.
- 17) What is QFD? With suitable diagram explain the QFD process and its benefits.
- 18) Explain the quality system and the ISO standard series in detail.

**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.**