

Total No. of Questions : 09

B.Tech.(ME) (E-I 2012 Onwards) (Sem.-6)

TOTAL QUALITY MANAGEMENT

Subject Code : DE/ME-2.5

M.Code : 71257

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

Q1 Answer briefly :

- In term Total Quality Management what does “Total” represents.
- Discuss the importance of quality for manufacturing Industry.
- Explain how JIT helps to remove inventory problems?
- Explain how TQM helps in attaining Customer Satisfaction?
- List down the methods used for data collection of customer complaints.
- What are Quality Circles?
- What do you mean by Quality Assurance system?
- Define Benchmarking.
- Give the benefits of Elements of ISO 9001.
- What do you mean by failure mode effect analysis?

SECTION-B

- Q2 Discuss how JIT system helps in overall waste elimination in manufacturing Industry.
- Q3 Discuss in detail various Models of TQM.
- Q4 Discuss in detail Just-in-time cause and effect chain in manufacturing Industry.
- Q5 Explain in detail the relevance and origin of ISO 9000.
- Q6 Discuss basic steps for implementation of JIT.

SECTION-C

- Q7 Discuss various internal/external factors affecting process management.
- Q8 Explain various methods used for Total Employee Involvement in industries.
- Q9 Discuss in detail the concept of Benchmarking.

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.