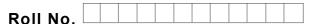
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Total No. of Pages : 02

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B.Tech.(EE)(2012 Onwards) (Sem.-6) TOTAL QUALITY MANAGEMENT Subject Code : BTME-6XX M.Code: 71243

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTION TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks 1. each.
- SECTION-B contains FIVE questions carrying FIVE marks each and students 2. 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. Answer briefly :

 - (b) Mention any two principles of TQM.
 (c) Define Quality Cost.

 - (d) Define Strategic Planning.
 - (e) What is quality council?
 - (f) Define Just In Time.
 - (g) What do you mean by performance appraisal?
 - (h) Differentiate between defects and defectives.
 - (i) What is the function of ISO 9000?
 - (i) List the benefits of team work.



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SECTION-B

- 2. Discuss the Deming's philosophy for TQM in brief.
- 3. Explain barriers to TQM implementation and solutions.
- 4. Describe the system of recognition and rewards followed in an organization.
- 5. Explain the Kanban system with a suitable example.
- 6. Write a note on ISO 9002.

SECTION-C

- 7. Explain quality function deployment with suitable examples.
- 8. Describe the benchmarking process in detail, and reasons to benchmark.
- 9. Write short notes on the following :

 - (b) Factors affecting process management seme www.FirstRaft

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.