

Total No. of Pages : 02

Total No. of Questions : 09

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 :

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. Answer briefly :

- (a) Define Total Quality.
- (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?
- (j) List the benefits of team work.

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 :
 - (a) Failure mode effect analysis
 - (b) Factors affecting process management

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.