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Roll No. Total No. of Pages: 02

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B.Tech.(EE) PT (OE) (Sem.-8)
TOTAL QUALITY MANAGEMENT

Subject Code: BTME-6XX/ME-251 M.Code: 74389

Time: 3 Hrs. Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- 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) Discuss the concept of Total Quality Control.
- b) Define and explain factors of excellence
- c) What is the utility of quality circles?
- d) Explain the meaning of waste elimination.
- e) Explain how is quality control different from quality management?
- f) What is meant by Quality Function Development?
- g) What are fish bone diagrams?
- h) What is meant by failure mode effect analysis?
- i) Discuss the utility of KANBAN.
- j) Why do employees need to be educated and trained in order to maintain quality?

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SECTION-B

- 2) Discuss the various TQM models in brief.
- 3) Explain how is data collected in case of customer complaints?
- 4) Discuss the factors affecting process management.
- 5) Write a note on ISO standards, discussing its salient features.
- 6) List the various Quality Control (QC) tools and explain any two.

SECTION-C

- 7) Explain the concept of JIT. Also describe the steps in its implementation.
- 8) What is meant by Benchmarking? List and explain its various types.
- 9) Write notes on:
 - a) Taguchi methods
- MMM/FilestRanker.com b) Quality assurance systems

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.

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