

[illegible]

**B.Tech.(EE) PT (OE) (Sem.-8)**  
**TOTAL QUALITY MANAGEMENT**  
**Subject Code : BTME-6XX/ME-251**  
**M.Code : 74389**

**Max. Marks : 60**

### 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
  - 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.**