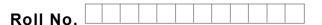


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Total No. of Pages : 02

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B.Tech.(AE) (2012 to 2017 OE) (Sem.-7) TOTAL QUALITY MANAGEMENT Subject Code : ME-251 M.Code : 71828

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 Quality
- b. Differentiate between quality control and statistical quality control.
- c. What do you mean by manufacturing excellence?
- d. What may be advantages of implementing TQM?
- e. How JIT helps in improving manufacturing performance?
- f. What is the usefulness of using Kanban system?
- g. Why customer satisfaction is important?
- h. What is employee empowerment?
- i. What are the benefits of implementing ISO 9002 in manufacturing industry?
- j. Name **any two** quality control tools that can be used for problem solving.



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SECTION-B

- 2. Briefly summarize the journey from inspection to TQM while stating the impact on quality issues.
- 3. How customer complaints and customer satisfaction can be used to measure the impact of TQM implementation?
- 4. How the 'top management support' and 'training and education' play an important role in implementing TQM successfully?
- 5. How the benchmarks and targets are set for different TQM performance parameters?
- 6. Explain the use of Design of Experiments with reference to TQM in improving operational performance.

SECTION-C

- 7. Classify the TQM tools used in production industry. Describe the application of Kaizens and Quality circles as TQM tools used for improving manufacturing performance.
- 8. Explain the framework and the steps to be followed in JIT implementation. What benefits can JIT implementation in manufacturing industry provide?
- 9. Describe the ISO 9001 implementation methodology. What are the most critical success factor and barriers encountered during the ISO standards implementation? Briefly explain.

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.