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Total No. of Pages : 02

Total No. of Questions : 18

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****Answer briefly :**

- 1) Discuss the relevance of TQM in today's competitive world.
- 2) Enumerate the barriers in implementing the TQM programme.
- 3) Discuss the importance of JIT system in manufacturing firms.
- 4) Enlist the factors responsible for customer satisfaction.
- 5) What do you understand by the term 'Hoshin Kanri'?
- 6) What is quality assurance system?
- 7) How do recognition and reward affect motivation?
- 8) How do you interpret control charts?
- 9) What are the prerequisites of benchmarking?
- 10) What is the purpose of quality manual in ISO 9000 certification?



**SECTION-B**

- 11) Explain Juran's Trilogy and its applicability to the existing business environment.
- 12) Explain the effect of installation of a JIT system on :
  - a) Layout and equipment
  - b) Workers and
  - c) Suppliers
- 13) Define the terms :
  - a) Internal customers
  - b) External customers
  - c) Customer satisfaction index
  - d) Voice of the customer.
- 14) Identify and explain the three main types of benchmarking. In what circumstances would each type be most appropriate?
- 15) Explain the principle of factorization, quality and loss function in Taguchi's method.

**SECTION-C**

- 16) Write short notes on :
  - a) Total Quality Management Models (**Any Two**)
  - b) Policy development and implementation
  - c) Design of experiments (DOE)
- 17)
  - a) Discuss the problem identification and solving processes implemented for improving quality in manufacturing systems.
  - b) Explain the process of 'Quality Function Deployment'. How it will convert the 'Voice of Customer' into the production planning process?
- 18) How will you implement the ISO 9000 quality management system in a manufacturing industry? Discuss in detail the different clauses of ISO 9000 series of standards.

**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.**