Roll No. ☐☐☐☐☐☐☐☐☐☐☐   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.