

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Tech. (CHE / ME / PE) (Sem.-7th & 8th)**TOTAL QUALITY MANAGEMENT**

Subject Code : (DE/ME- 2.5) / (DE/ME- 2.2)

Paper ID : [A0877]

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 has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.

SECTION-A**I. Write briefly :**

- a) Define Total Quality Control.
- b) What is Kanban system?
- c) Name the different techniques of Data collection from market.
- d) Define Quality Function Deployment (QFD).
- e) What is the effect of rewarding the employees in TQM?
- f) List the main QC tools.
- g) List the types of benchmarking.
- h) Define Signal to Noise ratio used in Taguchi Method.
- i) What is the basic principle of ISO 9000?
- j) What is design of experiment?

SECTION

2. What is TQM? List the main benefits.
3. What is just-in-time (JIT)? Discuss its advantages.
4. What are the factors which affect the quality of a product?
5. Define the following :
 - (a) Quality circle
 - (b) Total employees involvement
6. Name the different types of QC tools.

SECTION

7. (a) Describe in brief the different types of process.
 - (b) What is difference between ISO 9000 and TQM?
8. (a) TQM ensures high quality at low cost.
 - (b) "JIT approach helps in waste reduction."
9. Write short notes on **any two** of the following :
 - (a) Material requirement planning (MRP)
 - (b) Quality Assurance.
 - (c) Customer Satisfaction.

