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Total No. of Pages :02

Total No. of Questions : 09

B.Tech.(EIE) (2011 & Onwards) (Sem.-5)

TOTAL QUALITY MANAGEMENT

Subject Code :ME-251

Paper ID : [A0316]

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**Q1 Answer briefly :**

- a) What is TQC?
- b) What is the need for TQM implementation in organizations?
- c) Enumerate the benefits of TQM to organizations.
- d) JIT implementation leads to waste elimination. Comment.
- e) What is process management?
- f) Define quality assurance system.
- g) What do you understand by redressal mechanism?
- h) Define Quality Audit.
- i) What are the management's responsibilities in ISO?
- j) Enumerate the tools of Problem Identification.

SECTION-B

- Q2 Explain the Oakland model of TQM implementation.
- Q3 Explain Pareto chart tool used for quality control.
- Q4 What are types of benchmarking? Explain the salient features of various types of benchmarking techniques used in organizations.
- Q5 Discuss the Failure Mode Effects analysis of TQM.
- Q6 How do suggestion schemes promote quality enhancement at workplace?

SECTION-C

- Q7 a) Describe the management's Role in implementing the TQM Model.
- b) Explain the steps of JIT implementation in an organization.
- Q8 a) Discuss in detail the different factors that affect process management.
- b) How does TQM contribute towards achievement of customer satisfaction?
- Q9 What are the four major areas to be considered from the point of view of QFD? How the quality Function Deployment in an organization can be achieved?