Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐          **Total No. of Pages : 02**

**Total No. of Questions : 09**

**B.Tech.(3D Animation & Graphics) (2012 Onwards OE)**
**(Sem.–6)**
# TOTAL QUALITY MANAGEMENT
**Subject Code : ME-251**
**Paper ID : [A0490]**

**Time : 3 Hrs.**          **Max. Marks : 60**

**INSTRUCTIONS 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

**Q1   Answer briefly :**

a)  What is the need of Total Quality Control?

b)  What do you mean by Quality Policy?

c)  What do you mean by waste elimination in JIT?

d)  Define JIT.

e)  What do you mean by customer satisfaction?

f)  Define policy implementation process.

g)  Write steps involved in implementing TQM.

h)  Write significance of bar diagrams.

i)  What factors affect the selection of an ISO model?

j)  Differentiate between stating and defining a problem.

## SECTION-B

Q2   Highlight the importance of '*observation and standardization*' in problem solving.

Q3   Discuss in detail the methods of Bench Marking.

Q4   What are the customer needs and expectations? Explain.

Q5   Enlist the different factors affecting process management.

Q6   Discuss the Failure Mode Effects analysis of TQM.

## SECTION-C

Q7   What is JIT production? What are the basic requirements to be fulfilled prior to introducing JIT? What is the pull system of JIT production?

Q8   a) Write the advantages and disadvantages of Total Employees Involvement.

b) What steps are involved in complete planning of a process?

Q9   What are the various stages of adoption of Quality Circle Programmes? Give a detailed note.