

Roll No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Total No. of Pages : 02

Total No. of Questions : 09

**B.Tech.(EE)(2011 Onwards)/(Electrical & Electronics)(2011 Onwards OE)/
Electrical Engineering & Industrial Control (2012 Onwards OE)
(Sem.-6)**

TOTAL QUALITY MANAGEMENT

Subject Code : BTME-6XX

Paper ID : [A2402]

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**1. Answer briefly :**

- a) Define Quality.
- b) Explain the salient features of TQC.
- c) What is redressal mechanism?
- d) Mention any two aspects that need to be taken care of while empowering employees.
- e) What is team building?
- f) Explain the importance of suggestion schemes.
- g) What is waste elimination?
- h) Explain the two important factors of excellence.
- i) What are benefits of TQM?
- j) Define quality systems.

SECTION-B

2. Explain the importance of quality circles in total employee involvement.
3. Define TQM and explain salient features of TQC and TQM.
4. Explain the factors affecting process management.
5. Explain the involvement of workers through JIT and its cause and effect chain.
6. Explain the concept of quality function development, and its importance in TQM.

SECTION-C

7. What is Kanban system material requirement planning? And explain how it's different from JIT system.
8. Explain the failure mode effect analysis scope and importance. Where and when it should be used to manage the quality?
9. Write a short note on following :
 - a) Planning process
 - b) Quality circles