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

Total No. of Questions : 09

B.Tech.(ME) (E-I 2011 Onwards) (Sem.–6)
TOTAL QUALITY MANAGEMENT
Subject Code : DE/ME-2.5
Paper ID : [A2416]

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

Q1   Answer briefly :

a) Define Total Quality Control.

b) Enumerate salient features of total quality management.

c) How does TQM lead to worker involvement?

d) Differentiate between MRP and just-in time system.

e) How does TQM address customer complaint problems?

f) Define quality assurance.

g) Enumerate New QC tools for improving quality.

h) How does design of experiments contribute to enhance quality?

i) How does QFD study effectively capture the voice of the customer?

j) How can management achieve total employee involvement at workplace?

SECTION-B

Q2   Describe the Deming's 14 postulates for effectively adopting TQM at workplace.

Q3   Explain the elements, benefits of equipment layout for JIT system.

Q4   Write a short note on Taguchi Methods.

Q5   Define Benchmarking. What are various types of benchmarking studies undertaken for improving quality?

Q6   How do organizations deploy suggestion schemes for improving quality?

SECTION-C

Q7   a) How does TQM help in establishing appropriate rewards and recognition practices at workplace?

b) How does customer complaint redressal system work effectively in an organization?

Q8   a) Discuss the elements of ISO 9002 quality standards.

b) Describe the steps involved in construction house of quality in QFD study.

Q9   a) Explain the steps involved in plan formulation and implementation of TQM.

b) Define employee empowerment. How organization can promote employee empowerment at workplace?