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

Total No. of Questions : 09

B.Tech.(Automation & Robotics) (DE-I 2011 & Onwards)   (Sem.–6)
TOTAL QUALITY MANAGEMENT
Subject Code : DE/PE-2.5
Paper ID : [A2629]

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.   Write briefly:

   a) Enumerate the phases of TQM.

   b) What do you understand by Benchmarking?

   c) How excellence in manufacturing/ service can be achieved?

   d) Define quality as per International Organization of Standards (ISO).

   e) What are the obstacles in implementing Total Quality Management?

   f) Define policy implementation process.

   g) What do you mean by customer satisfaction?

   h) Define Kanban System.

   i) What is the significance of Quality Audit?

   j) What is Taguchi loss function?

SECTION-B

2.   What are the factors that affect Process Management?

3.   Discuss the benefits of Benchmarking.

4.   List the objectives and limitations of empowering employees.

5.   Discuss the procedure for implementing JIT system.

6.   Explain factors of excellence in TQM.

SECTION-C

7.   List various TQM models. Explain any two of them.

8.   Explain the elements of ISO 9002 in detail.

9.   Explain the phases of system design, parameter design and tolerance design of Taguchi method.