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Total No. of Pages : 02

Total No. of Questions : 18

B.Tech.(CSE) (O.E. 2011 Onwards) (Sem.-6)

TOTAL QUALITY MANAGEMENT

Subject Code : ME-251

Paper ID : [A2641]

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**Answer briefly :**

1. Define Total Quality Management.
2. Enumerate various factors which affect quality.
3. Define MRP.
4. How do suggestion schemes improve workplace performance?
5. Enumerate various models of TQM implementation.
6. How does TQM promote team building in an organization?
7. How employee empowerment is realized through TQM?
8. Differentiate between ISO 9001 and 9002.
9. List down the different types of FMEA
10. Enumerate basic elements of Total Quality Management.

SECTION-B

11. Enumerate the criteria for Deming Prize.
12. Describe the JIT implementation for equipment layout giving its benefits and applications.
13. What do you mean by quality circles? How do quality circles operate in organizations to improve quality?
14. Explain various types of benchmarking techniques deployed in organizations, giving their applications, advantages and limitations.
15. Explain the steps involved in application of QFD technique in organizations.

SECTION-C

16.
 - a) Discuss the Malcolm Baldrige Criteria for Performance Excellence.
 - b) Explain seven new QC tools for problem solving.
17.
 - a) How do organizations adopt various redressal mechanisms at workplace?
 - b) Write short note on any one of the following :
 - i) Taguchi Methods
 - ii) Failure mode effect analysis
18.
 - a) Differentiate between push and pull kanbans used in JIT manufacturing giving their advantage and limitations.
 - b) Explain the procedure of ISO-9001, ISO 9002 certifications.