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

Total No. of Questions : 09

B.Tech.(ME) (2011 Onwards E-II) (Sem.–7,8)
TOTAL QUALITY MANAGEMENT
Subject Code : DE/ME-2.5
Paper ID : [A3079]

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) What are the main elements of TQM?

b) What are the seven tools in total quality control?

c) Define quality function deployment.

d) Write the characteristics of JIT.

e) What do you mean by process management?

f) *"Flexibility is important tool in TQM"*. Explain the statement.

g) Write steps involved in implementing JIT.

h) What is reward and recognition?

i) What do you understand by ISO?

j) What do you mean by total employee involvement?

SECTION-B

Q2   Discuss the role and importance of total technology management in detail.

Q3   Discuss in detail the benefits of Bench Marking.

Q4   Compare TQM and ISO 9000.

Q5   Explain cause and effect diagram with suitable example.

Q6   Explain seven wastes in JIT.

SECTION-C

Q7   Define TQM. Enlist the priority areas along with essential steps of implementing TQM in an organization.

Q8   a) Derive the expression for Taguchi's loss function.

      b) Explain the factors affecting process management.

Q9   Write notes on :

      a) Kanban system.

      b) Quality circles.