

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 09

**B.Tech.(EE) PT OE (Sem.-8)**  
**TOTAL QUALITY MANAGEMENT**  
Subject Code : BTME-3XX  
Paper ID : [74389]

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS 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) Mention any four principles of TQM.
- b) What is Kanban system?
- c) What do you mean by customer satisfaction?
- d) Explain QFD.
- e) What is the role of Management Representative in an ISO certified organization?
- f) List the main QC tools.
- g) Define the terms : Factor, Level of a factor, treatment and response in relation to Design of Experiments.
- h) Explain the success indicators of Benchmarking.
- i) What is reward and recognition?
- j) How do you proceed to problem solving through a systematic way?

### SECTION-B

- Q2 Explain the various principles of Design of Experiments.
- Q3 What are different ways of redressing customer complaints?
- Q4 Discuss the employee motivation and empowerment.
- Q5 Discuss the implementation of ISO 9002 Quality system.
- Q6 Explain in detail the intent of carrying out FMEA.

### SECTION-C

- Q7 Identify and explain three main types of Benchmarking. In what circumstances would each type be appropriate?
- Q8 a) What procedure is required for implementing JIT?  
b) Explain the benefits of JIT manufacturing.
- Q9 What are various types of tools available for solving quality improvement problems in an organization world over?