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Total No. of Pages : 02

Total No. of Questions : 09

B.Tech.(AE) (2011 Onwards OE) (Sem.–7,8) TOTAL QUALITY MANAGEMENT Subject Code : ME-251 M.Code : 71828

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

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1. Answer briefly :

- a. Define the term Quality.
- b. What is the Total Quality Control?
- c. What is the use of cause and effect diagram?
- d. What is the position of customer in the TQM?
- e. What is the role of policy formulation in an organisation?
- f. What is quality function deployment?
- g. What are quality circles?
- h. What is the role of total employee involvement in the business of organization?
- i. What is a quality system?
- j. What do you mean by design of experiments?



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SECTION-B

- 2. Explain various dimension of quality.
- 3. Discuss the role of TQM in a manufacturing organisation.
- 4. What is a Just-In Time system? Discuss various elements of a JIT system.
- 5. What are various steps in designing QFD house of quality?
- 6. What various strategies an organisation can adopt for enhancing the Total Employee Involvement?

SECTION-C

- 7. Name various Quality Standards used in India. Explain various elements of ISO 9001 standard.
- 8. Write a short note on various QC tools.
- 9. What is FMEA? Write the procedure to make FMEA chart by taking a suitable example.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.