

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

M.Code : 72011

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. Answer briefly :**

- a) Explain the difference between terms “quality” and “total quality”.
- b) List any two principles of TQM.
- c) Distinguish between TQC and TQM.
- d) What are the costs of quality?
- e) What is Quality Council?
- f) Write the benefits of just in time.
- g) What do you mean by Plan Formulation?
- h) Write the benefits of customer surveys.
- i) What is the function of ISO 9000?
- j) List the benefits of team work.

**SECTION-B**

2. Describe Joseph M. Juran's contribution toward TQM.
3. What is Kanban System? How does Kanban help in operationalizing JIT manufacturing? What are its advantages and disadvantages?
4. Describe the system of recognition and rewards followed in an organization.
5. Discuss Failure mode effect analysis in brief with neat sketches.
6. Write a note on relevance and origin of ISO 9000.

**SECTION-C**

7. *"TQM is a total system approach and is an integral part of corporate strategy. It works horizontally across functions and departments involving all employees from top to bottom"*. Explain and elucidate the ramifications of the statement.
8. What is Benchmarking? Classify benchmarking based on the nature of firms against which benchmarking could be done?
9. Write short notes on the following :
  - a) Design of experiments.
  - b) Significance of team building in successful implementation of TQM.

**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.**