

Roll No.

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Total No. of Pages : 01

Total No. of Questions : 08

M.Tech.(ME) (Sem.-3)
TOTAL QUALITY MANAGEMENT
Subject Code : MT/MME-515
Paper ID : [E0430]

Time : 3 Hrs.

Max. Marks : 100

INSTRUCTION TO CANDIDATES :

1. Attempt any FIVE questions out of EIGHT questions.
2. Each question carries TWENTY marks.

1. How will you apply the concept of management for attaining both the effectiveness and efficiency in manufacturing and service sector? Discuss.
2. Define Total quality management. Elaborate on the concepts and features of total quality management with suitable examples.
3. Describe the Material Requirement Planning. How it is related to JIT? Explain with examples.
4. What is meant by customer satisfaction? Describe the complaint redressal mechanism in an industry.
5.
 - a) What are quality circles? Discuss the concept with example.
 - b) How reward and recognition to employees helps in productivity? Discuss.
6. Write a detailed note on problem identification and solving process.
7. Discuss the relevance and origin of ISO 9000 in reference to a process industry.
8. Write notes on :
 - a) Cause and effect chain.
 - b) Quality function deployment.