

Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

B.Tech.(CSE) (O.E. 2011 Onwards) (Sem.-6)

TOTAL QUALITY MANAGEMENT

Subject Code : ME-251

M.Code : 71553

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

Answer briefly :

- 1) What do you understand by Total Quality Management?
- 2) Discuss the features of TQC.
- 3) What is waste elimination?
- 4) How computer can be useful in controlling the quality of a product?
- 5) Enumerate the steps involved in problem identification and solving process.
- 6) Define internal benchmarking and competitive benchmarking.
- 7) Define quality policy.
- 8) Enlist benefits of Material Requirement Planning.
- 9) What is the relevance of ISO 9000 in an organization?
- 10) Define FMEA.

SECTION-B

- 11) How employees can be empowered in industry to implement TQM?
- 12) Describe briefly the steps involved in Quality function deployment study.
- 13) Define Just-in-time (JIT) system. Describe key elements of JIT manufacturing system.
- 14) What are various types of problems and how they are identified in an organization?
- 15) What are the reasons behind undertaking a benchmarking study in an organization?
Describe briefly the steps involved in the benchmarking process.

SECTION-C

- 16) Write elements of TQM. What are different TQM models? Explain **any one** in detail.
- 17) a) What are the aims, benefits and weaknesses of ISO-9000?
b) What are ISO-9000 requirements for implementations?
- 18) a) Write a short note on Taguchi Methods.
b) Differentiate between working of Push and Pull Kanban's deployed in Just in time (JIT) system.

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.