

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
M.Code : 38215

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. (a) Discuss the factors responsible to achieve the excellence in manufacturing and services. (10)
(b) Differentiate between TQC and TQM and explain the salient features of TQC and TQM. (10)
2. Define the Total Quality Management as per ISO standards and explain various TQM models with neat sketches. (20)
3. Describe Quality Function Deployment and explain its step by step procedure and applications. (20)
4. (a) Define Quality circle and explain the procedure of implementing Quality circles. (10)
(b) What do you mean by Waste elimination with reference to manufacturing sector? Explain. (10)
5. (a) What are various ways of training process for quality circles and TQM? (10)
(b) Write and discuss the ways to empower the employees. (10)
6. (a) Explain the equipments layout for JIT system with neat sketches. (10)
(b) Describe the procedure to implement the ISO standardization. (10)
7. (a) What is Process Management? Discuss the factors affecting it. (10)
(b) Explain the various quality tools used for problem solving in industries. (10)
8. Write the short notes on the following :
(a) Redressal mechanisms of customers (7)
(b) Bench marking process (7)
(c) Advantages and limitations of ISO standardization (6)

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.