

Roll No. ....

Total No. of Questions : 09]

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## Paper ID [A0490]

(Please fill this Paper ID in OMR Sheet)

**B.Tech. (Sem. - 7<sup>th</sup>/8<sup>th</sup>)**

**TOTAL QUALITY MANAGEMENT (DE/ME - 251/2.5/2.2)**

**Time : 03 Hours**

**Maximum Marks : 60**

**Instruction to Candidates:**

- 1) Section - A is **Compulsory**.
- 2) Attempt any **Four** questions from Section - B.
- 3) Attempt any **Two** questions from Section - C.

### Section - A

**Q1)**

**(10 × 2 = 20)**

- a) What is TQC?
- b) What is quality function development?
- c) What are quality systems?
- d) What is data collection?
- e) What are benefits of TQM?
- f) What is plan formulation?
- g) What is process management?
- h) What is quality assurance system?
- i) Give the origin of ISO 9000.
- j) What is policy development?

**Section - B**

**(4 × 5 = 20)**

**Q2)** What are elements of ISO 9001?

**Q3)** Give the steps of JIT.

**Q4)** Give the benefits of TQM.

**Q5)** What is process of Rewards?

**Q6)** What are suggestion schemes?

**Section - C**

**(2 × 10 = 20)**

**Q7)** Discuss Kanban.

**Q8)** What are types of benchmarking?

**Q9)** What is relevance of TQM?

