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B. Tech. (Sem. - 7th/8th)

TOTAL QUALITY MANAGEMENT

SUBJECT CODE : DE/ME - 2.5/251 (Elective - II)

Paper ID : [A0877]

[Note : Please fill subject code and paper ID on OMR]

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) Define quality.
- b) What are the benefits of implementing TQM?
- c) What is customer feedback?
- d) What is employee empowerment?
- e) List out the reasons to benchmark.
- f) What does process management mean?
- g) List down the different types of FMEA.
- h) What are the management's responsibilities in ISO?
- i) Define MRP.
- j) What do you mean by quality circles?

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Section - B

(4 × 5 = 20)

- Q2)* Explain the various strategies and ways to get customer feedback. Also explain how you will use customer complaint and feedback.
- Q3)* Explain the importance of the different recognition and reward system in an organization.
- Q4)* What are the different types of benchmarking? Discuss in detail.
- Q5)* Discuss in detail the QFD process.
- Q6)* Explain in detail the intent of carrying out FMEA.

Section - C

(2 × 10 = 20)

- Q7)* Explain the registration procedure for ISO 9001. Also explain the benefits of ISO registration.
- Q8)* Discuss in detail the different factors that affect process management.
- Q9)* Write short notes on :
- (a) JIT.
 - (b) Kanban system.

