Total Quality Management
(ME-251, May 2007)

Time: 3 Hrs Max Marks: 60

Note: Section A is compulsory. Attempt any four questions from Section B and any two questions from Section-C

Section-A

1. (a) What is quality?
   (b) What is productivity?
   (c) What is the need of Total Quality Control?
   (d) What is Deming's Circle?
   (e) What is the role of CAD in quality control?
   (f) What do you mean by "Quality Function deployment"?
   (g) What factors affect the selection of an ISO model?
   (h) What informations are necessary for planning a layout?
   (i) What is bench marking?
   (j) Differentiate between stating and defining a problem.

Section-B

2. Highlight the importance of 'observation and standardization' in problem solving.
3. With diagrams, explain how histogram is more useful in problem solving than bar diagram.
4. What is meant by Zero defect concept? How it is applied in practice? What are its limitations?
5. Explain the principle of (a) Kanban System & (b) Quality control
6. There are different types of quality audits in practice. List them and explain briefly.

Section-C

7. What is JIT production? What are the basic requirements to be fulfilled prior to introducing JIT? What is the pull system of JIT production?
8. Explain the 20 different clauses of ISO 9000 certification.
9. Is Quality circle must for TQM implementation? If so write objectives of quality circles and how these are utilized in TQM practices.