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Total No. of Questions : 09]

[Total No. of Pages : 02

**B.Tech. (Sem. - 5<sup>th</sup>)**

**TOTAL QUALITY MANAGEMENT**

**SUBJECT CODE : ME - 251**

**Paper ID : [A0316]**

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

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**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) Differentiate between quality and TQM.
- b) What is JIT?
- c) What is Kanban system?
- d) What is redressal mechanism?
- e) What is policy development?
- f) What is ISO 9001?
- g) What is team building?
- h) What are quality circles?
- i) What is failure mode effect analysis?
- j) What is benchmarking?

**Section - B**

**(4 × 5 = 20)**

**Q2)** What are elements of ISO 9003?

**Q3)** Give the process of Benchmarking.

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**Q4)** Give the planning process.

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

**Q6)** What are TQM models?

**Section - C**

**(2 × 10 = 20)**

**Q7)** Discuss JIT implementation.

**Q8)** What are techniques of TQM?

**Q9)** What are quality control tools?

