

Total Quality Management
(ME-251, Dec. 2005)

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

Section-A

- 1 (a). What is total in TQM?
- (b). What are the main elements of TQM?
- (c). Discuss the concept of TQC .
- (d). What do you understand by total quality and TQM?
- (e) Differentiate between quality control and quality planning.
- (f) What are the characteristics of JIT?
- (g) What do you understand by Bench marking?
- (h) What do you understand by ISO?
- (i) What is reward and recognition?
- (j) What are QC tools?

Section-B

2. Discuss the benefits of Bench Marking?
3. What are the factors, which affects the process management?
4. Differentiate between TQC and TQM.
5. Compare TQM and ISO 9000.
6. Compare and contrast JIT and MRP.

Section-C

7. Define TQM. Enlist the priority areas along with essential steps of implementing TQM in an organization.
8. Discuss the various education and training programmes of employees in TEI.
9. Write notes on
 - (i) Kanban system
 - (ii) Quality circles.

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