

Roll No.

Total No. of Questions : 09]

[Total No. of Pages : 02

Paper ID [A0316]

(Please fill this Paper ID in OMR Sheet)

B.Tech. (Sem. - 5th)

TOTAL QUALITY MANAGEMENT (ME - 251)

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) Define complaint redressal mechanism.
- c) What is Quality Function Development?
- d) What do you mean by Team Work?
- e) What do you understand by Just In Time?
- f) Define plan formulation process.
- g) What do you understand by Design of Experiments?
- h) Write two important benefits of ISO-9000 system?
- i) What do you mean by bench marking?
- j) Define Kanban System.

Section - B

(4 × 5 = 20)

- Q2)** How Design of Experiments affects the quality of a product? Explain.
- Q3)** What are Total Waste Elimination methods? Discuss one in brief.
- Q4)** How the involvement of workers in JIT affects the production? Justify with reasons.
- Q5)** Who is customer? How to deal with customer complaints?
- Q6)** What is TQM? Name the different TQM models. Explain one in brief.

Section - C

(2 × 10 = 20)

- Q7)** (a) What are Employee Involvement Practices? Discuss.
(b) What is the procedure of process planning to be adopted in an industrial unit?
- Q8)** (a) What are the aims, benefits and weaknesses of ISO-9000?
(b) What are ISO-9000 requirements for implementations?
- Q9)** Write short note on any two of the following:
(a) Quality Circle.
(b) Problem Identification Techniques.
(c) Quality Assurance.

