

Roll No.

Total No. of Questions : 09]

[Total No. of Pages : 02

B.Tech. (Sem. - 5th)
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?

