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**Paper ID [ME251]**

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MAY-08

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

**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**

**(10 × 2 = 20)**

**Q1)**

- a) Write the full name of Total Quality Management?
- b) What do you mean by customer satisfaction?
- c) Define policy implementation process?
- d) Define Total Employees Involvement?
- e) What is process management?
- f) Define Just in Time?
- g) What do you understand by signal in Taguchi method?
- h) Define Kanban System?
- i) What is the 'moto' of ISO-9000 system?
- j) Name the tools of Problem Identification?

### Section - B

(4 × 5 = 20)

- Q2)** Explain the steps of JIT implementation in an Organization?
- Q3)** What are the customer needs and expectations? Explain.
- Q4)** What is difference between TQM and TQC? Explain.
- Q5)** What is Taguchi's loss function? Discuss in brief.
- Q6)** Write short note on Total Waste Elimination Materials Management?

### Section - C

(2 × 10 = 20)

- Q7)** (a) Write the advantages and disadvantages of Total Employees Involvement?  
(b) What steps are involved in complete planning of a process?
- Q8)** (a) Why ISO-9000 is not Total Quality Management?  
(b) What is the procedure of ISO-9000 certification?
- Q9)** Write short note on any two of the following:
- (a) Quality Assurance.
  - (b) Quality Control Tools.
  - (c) Quality Circles.

