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**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]

**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) What do you understand by the term standard?
- b) What are the benefits and pitfalls of ISO 9000 standards?
- c) Define benchmarking. What are benefits of benchmarking?
- d) What steps are essentials while implementing TQM in an Organization?
- e) What is the effect of JIT on workers?
- f) Define Quality circles.
- g) How did ISO 9000 series originate.
- h) Describe the benchmarking process.
- i) How does employee satisfaction relate to customer satisfaction?
- j) Define total quality management. How it differ from traditional management?

**Section - B**

**(4 × 5 = 20)**

- Q2)** What is TQM and what are its key elements? Explain.
- Q3)** What is documentation? What documents are needed to be prepared while implementing ISO 9000 in companies?
- Q4)** What are benefits of benchmarking? Explain the process of benchmarking.
- Q5)** What are the seven basic QC tools? Describe them.
- Q6)** How do you define a quality circle? What are its composition and functions?

**Section - C**

**(2 × 10 = 20)**

- Q7)** Explain the following in the context of JIT :
- (a) Waste elimination.
  - (b) Good housekeeping.
- Q8)** (a) What are the principles and barriers in JIT implementation? How can you remove these barriers?
- (b) What do you understand by cause and effect diagram? Explain with suitable example.
- Q9)** (a) What do you understand by Quality function Development?
- (b) Explain redressal mechanism in regard to customer complaints.

