

Roll No.

**Total No. of Pages :02**

**Total No. of Questions : 09**

**B.Tech.(CHE) (Open Elective)/(ME)/(PE) (D.E.-II)**  
**(Sem.-7,8)**

# TOTAL QUALITY MANAGEMENT

**Subject Code : DE/ME-2.5/DE/ME-2.2**

**Paper ID : [A0877]**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.

## SECTION-A

1. Write briefly :
- What is TQC?
  - What is quality function deployment?
  - What are quality systems?
  - What is data collection?
  - What is TOTAL in Total quality management?
  - What is plan formulation?
  - What is process management?
  - What is quality assurance system?
  - Give the origin of ISO 9000.
  - What is policy development?

### SECTION-B

2. What is the process of rewards?
3. Differentiate between MRP and JIT system.
4. Discuss the benefits of benchmarking.
5. What are the factors that affect Process management?
6. What are suggestion schemes?

### SECTION-C

7. Define TQM. Enlist the priority areas along with essential steps of implementing TQM in an organization.
8.
  - a) TQM ensures high quality at low price. How?
  - b) ISO 9000 certification is being widely used as a vehicle to achieve TQM. Explain.
9. Discuss the various education and training programmes of employees in TEL.