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Total No. of Pages : 02

Total No. of Questions : 09

B.Tech.(ME) (2011 Onwards Elective-II) (Sem.-7,8)

TOTAL QUALITY MANAGEMENT

Subject Code : DE/ME-2.5

Paper ID : [A3079]

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 have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write briefly :

- (a) Enumerate foundation of Total Quality Management.
- (b) Enumerate salient features of TQC.
- (c) Define quality of design.
- (d) Enumerate Juran's postulates to achieve quality at workplace
- (e) How employee team building can be promoted can be realized at workplace?
- (f) How does TQM facilitate waste elimination at workplace?
- (g) Discuss the advantages of quality circles in an organization.
- (h) Give applications of ISO9001 and 9002 quality standards.
- (i) How management can promote employee suggestion mechanisms in an organization?
- (j) Define Quality Policy.

SECTION-B

2. How does organization use employee empowerment for improving quality at workplace?
3. How does employee education and training contribute towards strengthening quality?
4. How does customer complaint redressal system work effectively in an organization?
5. Describe briefly the seven new quality control tools for improving quality.
6. How does Failure Mode Effect and Analysis method facilitate quality improvement?

SECTION-C

7.
 - a) Discuss the brief comparison of TQM postulates suggested the American quality gurus Juran Crosby and Juran.
 - b) Define just-in time manufacturing. Differentiate between working of Push and Pull Kanbans deployed in Just-in-time (JIT) system.
8.
 - a) Discuss the contributions of effective rewards and recognition mechanisms in an organization.
 - b) Describe briefly the steps involved in Quality function deployment study.
9.
 - a) What do you understand by Design of experiments? How design of experiments is helpful in improving the quality?
 - b) Write a short note on Taguchi Methods.