

Roll No.....

Total No. of Questions : 09]

[Total No. of Pages : 02

Paper ID [ME251]

MAY 2008

(Please fill this Paper ID in OMR Sheet)

B.Tech. (Sem. - 5th)

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.

