

Roll No.

Total No. of Questions : 09]

[Total No. of Pages : 02

Paper ID [ME251]

(Please fill this Paper ID in OMR Sheet)

B.Tech. (Sem. - 6th)

MAY 2008

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) Define Total Quality management?
- b) What are the different elements of Just in Time?
- c) Name the different techniques of data collection from market?
- d) Define Quality Function Development?
- e) Define Kanban System?
- f) What is the effect of rewarding the employees in TQM?
- g) For What purpose, the ISO-9000 system is implemented in an organization?
- h) Define signal to noise ratio used in Taguchi method?
- i) What is the difference between plan and policy?
- j) Name the different techniques bench marking?

Section - B

(4 × 5 = 20)

- Q2) How does one determine, What customer wants? Explain the various techniques utilized for this purpose?
- Q3) Describe the advantages of applications of TQC?
- Q4) What do understand by Taguchi's loss function? Explain.
- Q5) Define Total Waste Elimination? Write about its planning and scheduling.
- Q6) What is Just in Time Production? What are the basic requirements to be fulfilled prior to introducing the JIT?

Section - C

(2 × 10 = 20)

- Q7) (a) How employees can be empowered? Describe in brief.
(b) Describe in brief the different steps involved in planning of a process?
- Q8) (a) How to implement ISO-9000 in an industrial unit?
(b) What is the difference between ISO-9001, 9002 and 9003 systems?
- Q9) Write short note on any two of the following:
(a) Quality Circle.
(b) Failure mode effect analysis.
(c) Quality Assurance.