

B. Tech 6th Semester Examination

Total Quality Management (NS)

ME-300(b)

Time : 3 Hours

Max. Marks : 100

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note : Attempt five questions in all, selecting one question from each section A, B, C & D and all subparts of section E.

SECTION - A

1. What is TQM? Explain different TQM models. (15)
2. Explain cause and effect diagram with suitable examples. (15)

SECTION - B

3. Explain the principle of (a) Kanban System & (b) Quality control. (15)
4. (a) Explain different types of quality statements. (7)
(b) Explain 5s. (8)

SECTION - C

5. How do you define a quality circle? What are its composition and functions? (15)
6. What is Taguchi's loss function? Discuss in brief. (15)

SECTION - D

7. What are the aims, benefits and weaknesses of ISO-9000? What are ISO-9000 requirements for implementation? (15)
8. There are different types of quality audits in practice. List them and explain briefly. (15)

SECTION - E

9. Explain the followings:
 - (i) Quality.
 - (ii) Barriers to TQM.
 - (iii) Histogram.
 - (iv) Arrow diagram.
 - (v) Quality audit.
 - (vi) Bench marking.
 - (vii) TPM.
 - (viii) PDSA cycle.
 - (ix) ISO 14000.
 - (x) Methods of quality control. (4×10=40)