

B.Tech. SEM -V Electrical 2014 Course (CBCS) : SUMMER - 2019
SUBJECT -ELECTIVE-I TOTAL QUALITY MANAGEMENT

Day: Wednesday
Date: 15/05/2019

S-2019-2669

Time: 10.00 AM TO 01.00 PM
Max. Marks: 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Assume suitable data if necessary.

Q.1 Discuss the concept of Quality in Manufacturing and Service Sector. (10)

OR

Q.1 Justify various definitions of Quality with suitable examples. (10)

Q.2 Compare Juran's Philosophy of Quality with Crosby's Philosophy of Quality. (10)

OR

Q.2 Describe Malcolm Bridge National Quality Award. Enlist three companies who have received this award. (10)

Q.3 List various Customer Relationship Management Techniques. Describe any one. (10)

OR

Q.3 Explain the concept of Customer Driven Quality Cycle. (10)

Q.4 Explain bench marking with reference to objectives, reasons and need. (10)

OR

Q.4 List seven traditional tools of quality. Explain anyone tool with example. (10)

Q.5 Explain Total Productive Maintenance (TPM) with reference to concept, benefits and improvement needs. (10)

OR

Q.5 Write a detailed note on Cost of Quality. (10)

Q.6 Explain ISO 14000 Quality System. State its merits and demerits. (10)

OR

Q.6 State the ISO 9000 Series and its applicability to various industries. Explain the elements of ISO 900 Quality System. (10)

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