

B. Tech. Sem - VIII (Mechanical Engg.) (2014 COURSE) (CBCS) :
SUMMER - 2019
SUBJECT-ELECTIVE-III TOTAL QUALITY MANAGEMENT

Day: Thursday
Date: 30/05/2019

S-2019-2922

Time: 02.30 PM TO 05.30 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 What are the elements of TQM? State the importance of each in management. (10)

OR

Q.1 Describe zero defect concepts with its working merits demerits and applications. (10)

Q.2 Explain the use of data collection and complaint of the customer in TQM. (10)

OR

Q.2 Discuss the role of field complaint analysis in the Total analysis management. (10)

Q.3 Describe the Quality function deployment (QFD) with its benefits to improve the quality. (10)

OR

Q.3 What is total productive maintenance? State its working & benefits. (10)

Q.4 Describe the lean production with the tools included in it. (10)

OR

Q.4 a) How 5S can be used for work place organization. (05)

b) What is cellular manufacturing system? State its benefits. (05)

Q.5 Explain the following: (10)

- i) ISO 9001
- ii) ISO 9002
- iii) ISO 9003
- iv) ISO 9004

OR

Q.5 a) What is QS 9000? State its benefits. (05)

b) What is ISO 14000? State its rules and regulations. (05)

Q.6 Describe the concept of design of experiment with its working, applications. (10)

OR

Q.6 Explain the concept of Total Quality in service sector. (10)