B.Tech. SEM -VII Production 2014 Course (CBCS): SUMMER - 2019 SUBJECT- TOTAL QUALITY MANAGEMENT

All questions are COMPULSORY. Figures to the right FULL marks Describe the principles and elements of TQM. OR Explain the concept of zero defect with its working, merits, demerits and applications. What is Six sigma? State its merits, limitations and applications. OR Describe the role of customer in quality assurance state the use of data collection and complaint. What is performance measurement? State its benefits to employers. (05) Explain the concept of Kaizen with its working merits and application. OR Describe the concept of Just in time (JIT) (05) How recognition of best employee performance is carried out? (05) (08) Explain Quality function deployment (QFD) in brief. OR Describe the process of bench marking with. Reasons, working, merits, demerits applications. a) Discuss the provision of ISO 9001 standards Regarding design verification and design validation. b) What is the use of quality standards? OR Discuss the origin of ISO 9000-2000 standards also state its certification and its benefits to industry. a) What is signal to noise ratio? (05) OR	Day: Date:	Wednesday 15/05/2019		S-2019-2849	Time: 02.30 PM Max. Marks: 60	1 то
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