

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

Day: Wednesday
Date: 15/05/2019

S-2019-2849

Time: 02.30 PM TO 05.30 PM
Max. Marks: 60

N.B.:

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

Q.1 Describe the principles and elements of TQM. (10)

OR

Q.1 Explain the concept of zero defect with its working, merits, demerits and applications. (10)

Q.2 What is Six sigma? State its merits, limitations and applications. (10)

OR

Q.2 Describe the role of customer in quality assurance state the use of data collection and complaint. (10)

Q.3 a) What is performance measurement? State its benefits to employers. (05)

b) Explain the concept of Kaizen with its working ,merits and application. (05)

OR

Q.3 a) Describe the concept of just in time (JIT) (05)

b) How recognition of best employee performance is carried out? (05)

Q.4 a) What is FMEA? Give its stages also. (05)

b) Explain Quality function deployment (QFD) in brief. (05)

OR

Q.4 Describe the process of bench marking with. Reasons, working, merits, demerits applications. (10)

Q.5 a) Discuss the provision of ISO 9001 standards Regarding design verification and design validation. (05)

b) What is the use of quality standards? (05)

OR

Q.5 Discuss the origin of ISO 9000-2000 standards also state its certification and its benefits to industry. (10)

Q.6 a) What is signal to noise ratio? (05)

b) Explain total quality in service sector. (05)

OR

Q.6 Describe in detail the concept of design of experiments in detail with its working and application in research sector. (10)