

B.TECH. SEM -VII PRODUCTION 2014 COURSE (CBCS) :

SUMMER - 2018

SUBJECT: TOTAL QUALITY MANAGEMENT

Day: **Friday**
Date: **25/05/2018**

S-2018-2529

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.
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- Q.1 a)** Define Quality and quality management. Also state new philosophy of quality. **(05)**
b) What are benefits of T.Q.M.? **(05)**

OR

- Q.1** Define Total Quality Management. Explain different models of TQM with merits and demerits. **(10)**

- Q.2 a)** Define quality assurance. Explain its input and output in brief. **(05)**
b) What is the significance of feedback for quality assurance? **(05)**

OR

- Q.2** Describe "process capability analysis" with its working, use, application, merits and demerits. **(10)**

- Q.3 a)** What is the customer perception of quality? **(05)**
b) What is the service quality? State its benefits. **(05)**

OR

- Q.3 a)** Explain employee involvement and motivation in TQM. **(05)**
b) What is 5S concept? **(05)**

- Q.4** Describe Total Productive Maintenance (TPM) with its working, merits and applications in industry **(10)**

OR

- Q.4** Explain FMEA with its stages and also state its use in TQM. **(10)**

- Q.5** Describe ISO 9000 and its equivalent series with its clauses and benefits. **(10)**

OR

- Q.5 a)** What is TS 16949? State its working and applications. **(04)**
b) What is 14000? State its use and applications for environmental industries. **(06)**

- Q.6** Describe Taguchi method in detail with its application and importance in research fields. **(10)**

OR

- Q.6** Explain Design of Experiments with one example. (case study) State its use, importance and applications. **(10)**

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