

**B.TECH. SEM -V ELECTRICAL 2014 COURSE (CBCS) :**

**SUMMER - 2018**

**SUBJECT: Elective -I: TOTAL QUALITY MANAGEMENT**

Day : **Friday**

Date : **25/05/2018**

**S-2018-2349**

Time: **10.00 AM TO 01.00 PM**

Max Marks: 60

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**N.B:**

- 1) All questions are **COMPULSORY**.
  - 2) Figures to the right indicate **FULL** marks.
  - 3) Use of non-programmable **CALCULATOR** is allowed.
  - 4) Assume suitable data if necessary.
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- Q.1** Explain about evolution and history of quality management in detail. **(10)**  
**OR**
- Q.1** Explain in detail Quality in Manufacturing systems with examples. **(10)**
- Q.2** What are the elements of total quality management? Explain Malcolm **(10)**  
Baldrige National Quality award criteria.  
**OR**
- Q.2** Explain Deming Management Philosophy in detail. **(10)**
- Q.3** Write short notes on following: **(10)**  
a) Customer Driven Quality Cycle  
b) Quality Function Deployment  
**OR**
- Q.3** Write short notes on following: **(10)**  
a) Customer Satisfaction Measurement Techniques.  
b) Customer Relation Management Techniques.
- Q.4** Explain the seven traditional tools of quality in detail. **(10)**  
**OR**
- Q.4** What is six sigma quality? How does six sigma work? Explain the steps in **(10)**  
implementing of six sigma.
- Q.5** What is Quality Function Deployment? Explain Quality Function **(10)**  
Deployment process.  
**OR**
- Q.5** What are the primary parts of Quality Function Deployment? Explain the **(10)**  
benefits attributed to Quality Function Deployment.
- Q.6** Write short notes on the flowing with reference to concepts, requirements **(10)**  
and benefits: ISO 9000-2008 quality system.  
**OR**
- Q.6** Explain the case studies of Total quality Management in service sectors. **(10)**

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