

B.Tech. SEM -V Electrical 2014 Course (CBCS) : WINTER - 2018
SUBJECT -ELECTIVE-I TOTAL QUALITY MANAGEMENT

Day: Saturday
Date: 01/12/2018

W-2018-2404

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 Justify various definitions of Quality with suitable examples. **(10)**

OR

Q.1 Explain the concept of Cost of Quality with suitable example. **(10)**

Q.2 Discuss Juran's Philosophy of Quality with merits and demerits. **(10)**

OR

Q.2 Discuss Crosby's Philosophy of Quality with merits and demerits. **(10)**

Q.3 Explain in detail Quality Function Deployment. State its merits and demerits. **(10)**

OR

Q.3 List various Customer Relationship Management Techniques. Describe any one. **(10)**

Q.4 List seven traditional tools of quality. Explain anyone tool with example. **(10)**

OR

Q.4 What is bench marking? Justify the reasons for bench marking. **(10)**

Q.5 Write a detailed note on Total Productive Maintenance (TPM). **(10)**

OR

Q.5 Explain Taguchi Quality Loss Function with suitable example. **(10)**

Q.6 Explain ISO 9000 : 2008 Quality System. State its merits and demerits. **(10)**

OR

Q.6 Explain ISO 14000 Quality System. State its merits and demerits. **(10)**

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