

**B.Tech. SEM -VII Production 2014 Course (CBCS) : WINTER - 2018**

**SUBJECT- TOTAL QUALITY MANAGEMENT**

Day: Monday  
Date: 03/12/2018

**W-2018-2584**

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** Define Quality, also explain new philosophy of quality and its benefits. **(10)**

**OR**

**Q.1** Define TQM , explain different approaches of TQM. **(10)**

- Q.2** a) What is the significance of feedback or quality assurance? **(05)**  
b) Explain process capability analysis with its applications **(05)**

**OR**

**Q.2** Describe the concept of quality Assurance with its definition, working, merits ,demerits and applications. **(10)**

- Q.3** a) What do you mean by customer relation in TQM? **(05)**  
b) What is continuous process improvement in TQM? **(05)**

**OR**

**Q.3** a) Explain the employee involvement in TQM and state the benefits of it to them. **(05)**

b) What is 5S concept? state its working, benefits and applications. **(05)**

**Q.4** a) What is Taguchi method? Discuss in brief **(05)**

b) What is house of Quality? **(05)**

**OR**

**Q.4** Describe Total productive maintenance with its need and importance. **(10)**

**Q.5** a) What are the benefits of implementation of quality system standards? **(05)**

b) What is ISO 14000? State its need and applications. **(05)**

**OR**

**Q.5** Describe ISO standards and its equivalent series with its working ,applications and benefits. **(10)**

**Q.6** a) What do you mean by parameter design and tolerance design? **(05)**

b) What is S.S. Technique? **(05)**

**OR**

**Q.6** Explain design of experiments with suitable example state its methodology and applications. **(10)**