

**B.TECH. SEM -V ELECTRICAL 2014 COURSE (CBCS) : WINTER -
2017**

SUBJECT: Elective -I: TOTAL QUALITY MANAGEMENT

Day **Saturday**
Date **20/01/2018**

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

W-2017-2141

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** Describe the various definitions of quality. What are the different dimensions used to evaluate quality. Explain in detail. **(10)**
- OR**
- Q.1** Explain in detail Quality in Service systems with examples. **(10)**
- Q.2** Describe the benefits of Total Quality Management in detail. **(10)**
- OR**
- Q.2** Explain in detail the following: **(10)**
- a) The Juran Philosophy
 - b) The Crosby Philosophy
- Q.3** Write short notes on following: **(10)**
- a) Customer Satisfaction Measurement techniques.
 - b) Customer Relation Management Techniques.
- OR**
- Q.3** Write short notes on following: **(10)**
- a) Customer Driven Quality Cycle
 - b) Quality Function Deployment
- Q.4** Explain the new management tools in detail. **(10)**
- OR**
- Q.4** Explain the six sigma concept. Explain methodology of application of six sigma. Brief its application in manufacturing sector. **(10)**
- Q.5** Explain the following in detail: **(10)**
- a) Quality Circles
 - b) Quality Function Deployment
- OR**
- Q.5** Explain the following in detail: **(10)**
- a) Taguchi Quality Loss Function
 - b) Total Productive Maintenance
- Q.6** Write short notes on the following with reference to concepts, requirements and benefits: ISO 14000 quality systems. **(10)**
- OR**
- Q.6** Explain the case studies of Total quality management in manufacturing sector. **(10)**