

**B.TECH. SEM -VII PRODUCTION 2014 COURSE (CBCS) :**  
**WINTER - 2017**  
**SUBJECT: TOTAL QUALITY MANAGEMENT**

Day: **Monday**  
Date: **22/01/2018**

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

**W-2017-2324**

**N.B.:**

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right **FULL** mark.
- 3) Assume suitable data if necessary.

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- Q.1** a) What is Product Quality? Also state its Prospects. (05)  
b) What are the Principles of TQM? (05)

**OR**

- Q.1** Describe the Total Quality Management with its elements and different approaches. (10)

- Q.2** Explain the Concept of Six Sigma with its working, applications, benefits, merits and demerits. (10)

**OR**

- Q.2** a) What is Quality Audit? (05)  
b) What are the different types of Quality Audit? Explain any one in detail (05)

- Q.3** a) What is empowerment of employee? Also state importance of Recognition and reward for good work in TQM. (05)  
b) Explain the use of customer complaint to improve the quality of Product. (05)

**OR**

- Q.3** a) What is customer Retention/ state its effect on sales of product? (05)  
b) Explain the use of performance appraisal in TQM. (05)

- Q.4** Describe the process of bench marking in detail with its working, applications. (10)

**OR**

- Q.4** Explain Quality Function Deployment in detail with neat sketch. (10)

- Q.5** a) What is QS 9000? State its merits, demerits and applications. (05)  
b) What is OHSAS? State its use and applications. (05)

**OR**

- Q.5** a) What are the policies and objectives of Quality Standards? (05)  
b) Explain ISO9000 series with its benefits. (05)

- Q.6** a) Explain design of experiments with its use in research fields. (05)  
b) What is failure mode effective analysis? State its applications. (05)

**OR**

- Q.6** a) What is parameter design and tolerance design? (05)  
b) What is Signal to Noise ratio? (05)