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Total No. of Pages: 02

Total No. of Questions: 09

**B.Tech. (Computer Science & Engineering)(Sem. – 6)**

**TOTAL QUALITY MANAGEMENT**

**Subject Code: ME-251**

**M Code: 71553**

**Date of Examination : 02-01-2023**

**Time: 3 Hrs.**

**Max. Marks: 60**

**INSTRUCTIONS TO CANDIDATES:**

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

**SECTION-A**

1. Answer the following:
  - a) What is the meaning of 'Total' in TQM approach?
  - b) Explain the salient features of TQC.
  - c) Give the difference between MRP and JIT.
  - d) Discuss various steps involved for policy development.
  - e) What are various steps for policy development and its implementation?
  - f) How quality circles are formed under TQM?
  - g) Give benefits of ISO 9001.
  - h) What is a quality assurance system?
  - i) What do you mean by the redressal mechanism under customer satisfaction?
  - j) Why education and training important under TEI approach?

## **SECTION-B**

2. Discuss in brief the concept of QFD approach.
3. Discuss the concept of workers involvement through JIT approach.
4. Write a short note on Design of experiments.
5. Discuss various Quality control tools using suitable examples.
6. Define benchmarking and discuss its types?

## **SECTION-C**

7. Discuss various Total quality management models and discuss their benefits?
8. Discuss the basic elements of ISO 9002.
9. Discuss the concept of quality in TQM and explain the term Excellence in manufacturing in reference to TQM approach.

**NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.**