

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Voc. (Automobile Servicing) (Sem.-2)

TOTAL QUALITY MANAGEMENT

Subject Code : 5.GV.06

M.Code : 77028

Date of Examination : 17-12-22

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
2. **SECTION-B** contains **FIVE** questions carrying **2½** (Two and Half) marks each and students has to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **FIVE** marks each and students have to attempt any **TWO** questions.

SECTION-A

- 1. Answer briefly :**
- a) Define “Quality”.
 - b) Explain briefly “Arrow Diagram”.
 - c) Define Benchmarking.
 - d) Enlist various roles of Leadership.
 - e) What is PDCA cycle?
 - f) Give the significance of cause and effect diagram.
 - g) Distinguish between ‘Withdrawal Kanban’ and ‘Production Kanban’.
 - h) Enlist the stages of TPM implementation.
 - i) State different benefits of JIT.
 - j) Give the concept of Deming’s philosophy.

SECTION-B

2. Discuss the various principles of TQM.
3. Investigate Kaizen's seven tools of quality.
4. Enlist the various steps of Benchmarking process.
5. Describe the principles of JIT manufacturing.
6. What are the difficulties faced in TPM implementation?

SECTION-C

7. Explain the concept of quality cost. What are the various determinants of Quality?
8. Discuss in detail various types of maintenance.
9. **Write short notes on the following :**
 - a) Tree Diagram
 - b) Matrix Diagram.

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