



Term Evaluation (Odd) Semester Examination September 2025

Roll no.....

Name of the Course: B Tech. **(M-E)**

Semester: VII

Name of the Paper: Total Quality Management

Paper Code: TME-714

Time: 1.5 hour

Maximum Marks: 50

Note:

- (i) Answer all the questions by choosing any one of the sub-questions
- (ii) Each question carries 10 marks.

Q1. (10 Marks)

a. Discuss the basic concepts of Total Quality Management. (CO1, CO3)

OR

b. Write a short note on the historical evolution of TQM. (CO1, CO4)

Q2. (10 Marks)

a. Explain the principles of TQM with real-world examples. (CO2, CO5)

OR

b. What are the barriers to TQM implementation in industries? Suggest solutions. (CO1, CO4)

Q3. (10 Marks)

a. Write the benefits of adopting TQM for an organization. (CO2, CO1)

OR

b. Distinguish between reactive quality control and proactive quality management. (CO4, CO5)

Q4. (10 Marks)

a. Explain Crosby's philosophy – 'Quality is Free'. (CO4, CO3)

OR

b. Define Taguchi's Loss Function and explain how it changes the view of quality. (CO3, CO1)

Q5. (10 Marks)

a. Differentiate between the PDCA cycle and the PDSA cycle with examples. (CO3, CO4)

OR

b. Explain the 5S philosophy and its benefits in workplace management.. (CO3, CO5)

Note For the question paper setters:

- Question paper should cover all the COs of the course.
- Please specify COs against each question.