

SECTION-C

Note:Very Short answer type questions. Attempt any six questions out of eight questions. (6x5=30)

- Q.11 Define total Quality Management. Mention its basic feature.
- Q.12 Explain Kaizen.
- Q.13 Explain the cause and effect diagram (or) fishbone diagram.
- Q.14 What is meant by attribute? What is the use of control charts for attributes?
- Q.15 What is JIT? Write about its three elements.
- Q.16 Explain the difference between the traditional production system and JIT production system.
- Q.17 What is some performance measure used to access the sucess of TPM? Explain any one.

SECTION-C

Note:Long answer questions. Attempt any one questions out of two questions. (1x10=10)

- Q.18 Explain the contribution of Deming to TQM
- Q.19 What are management-planning tools? Write their names and explain any two in detail.

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Roll No.

DVOC (Level-5)

2ndSem / (Ref. & Air Conditioning)

Subject : Total Quality Management

Time : 2 Hrs.

M.M. : 50

SECTION-A

Note:Multiple choice questions. All questions are compulsory (5x1=5)

- Q.1 Choose the incorrect statement related to quality improvement.
- a) Reduces rework
 - b) Leads to greater uniformity of product
 - c) Increases output with lowered cost
 - d) Increase machine time
- Q.2 Juran's Trilogy is a _____ and _____ continuous process improvement approach
- a) Open, never-ending
 - b) Open, ending
 - c) Cyclic, never-ending
 - d) Cyclic, ending
- Q.3 Quality table is also known as _____
- a) Matrix diagram
 - b) Tree diagram
 - c) Relationship diagram
 - d) Arrow diagram

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- Q.4 Revenue growth and customer satisfaction can be accessed through_____
- a) Process benchmaking
 - b) Performance benchmarking
 - c) Strategic benchmarking
 - d) Poka Yoke
- Q.5 OEE takes into account_____
- a) Availability loss
 - b) Availability loss and quality loss
 - c) Availability loss and performance loss
 - d) Availability loss, performance loss, and quality loss

Section B

Note: Objective type questions. All questions are compulsory. (5x1=5)

- Q.6 Employee participation after using TQM philosophy_____
- a) Declines
 - b) Remains the same
 - c) Improves
 - d) We cannot comment on working relationships

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- Q.7 If a sample drawn from the process lies outside the upper control limit and lower control limit, it means the _____
- a) Process is in control
 - b) Process is out of control
 - c) Process is partially in control
 - d) Process is partially out of control
- Q.8 Which of the following is not a principle of JIT manufacturing?
- a) Total Quality Management
 - b) Production Management
 - c) Supplier Management
 - d) MRP
- Q.9 Which of the following means 'visual cards'?
- a) Kanban
 - b) 5S
 - c) Muda
 - d) Poka-yoke
- Q.10 Which of the following is not an advantage of implementing TPM?
- a) Improved equipment reliability
 - b) Reduced equipment downtime
 - c) Increased equipment downtime
 - d) Lower maintenance and production costs

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