

SECTION-B

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

- Q.11 Distinguish between internal customer and external customer.
- Q.12 What is quality Circles(QC)? mention some major objective of quality circle projects.
- Q.13 Define pareto diagram. explain how to construct it?
- Q.14 Define a control chart (or) shewhart chart.
- Q.15 Explain all the element in 5's principle.
- Q.16 Describe how kanban supports the pull system.
- Q.17 What two fundamental advantages are provided by JIT/Lean?
- Q.18 What is the essential feature of total productive maintenance (TPM)? What are the overall goals of TPM.

SECTION-C

Note: Long answer type questions. Attempt any one questions out of two questions. (10x1=10)

- Q.19 Explain all the elements in 5's principle and also the implementation procedure of 5's in a Manufacturing company.
- Q.20 What is BENCH marking? Explain its types.

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**DVOC (Level 5)
Sem 2nd / Ref. & Air Conditioning
Subject : Total Quality Management**

Time : 2 Hrs.

M.M. : 50

SECTION-A

Note: Very short answer type questions .Attempt all ten question (10x1=10)

- Q.1 Choose the incorrect statement regarding the need for quality.
- a) Markets have become more competitive
 - b) Quality provides sustained performance
 - c) Quality provides customer satisfaction
 - d) It is the trend nowadays to introduce quality
- Q.2 Juran's trilogy diagram is a plot between _____ and _____.
- a) Time percent defective
 - b) Distance percent defective
 - c) Speed percent defective
 - d) Velocity percent defective

Q.3 Which of the following is not a used of affinity diagram?

- a) To determine logical priorities
- b) To create new concepts
- c) To calculate mean of the numerical data
- d) To provide a visual representation of large amount of ideas

Q.4 Which of the following is not related with JIT implementation?

- a) Pull system
- b) Push system
- c) Zero inventory
- d) Zero lead time

Q.5 Which of the following technique is used in quality maintenance?

- a) Bench marking
- b) Employee Empowerment
- c) Root cause analysis
- d) Forecasting

Q.6 The product quality after using TQM philosophy_____.

- a) Increases
- b) Decreases
- c) remains the same
- d) We cannot comment on product quality

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Q.7 Cause and effect diagram is also known as _____.

- a) Fishbone diagram
- b) Ishikawa diagram
- c) Both (a) and (b)
- d) Cause diagram only

Q.8 Bench marking is used by organizations as a _____ tool.

- a) Intermittent improvement
- b) Discontinuous improvement
- c) Continuous improvement
- d) Sporadic improvement

Q.9 C-Kanban is also known as _____.

- a) P-Kanban
- b) Withdrawal kanban
- c) Production kanban
- d) Poka-yoke

Q.10 In which stage of TPM development steps are taken to improve the effectiveness of each piece of equipment?

- a) Preparation stage
- b) Preliminary inspection stage
- c) TPM implementation stage
- d) Stabilization stage

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