

## **SECTION-B**

**Note:-Objective type Questions. All questions are compulsory.**  
 $(5 \times 1 = 5)$

- Q.6 The aim of TQM is to meet or exceed \_\_\_\_ expectations.
- Q.7 MRP stands for.....
- Q.8 OFD stands for.....
- Q.9 Total Quality Management (TQM) focuses on improving.....
- Q.10 .....is about supplying customers with what they want when they want it.

## **SECTION-C**

**Note:** Short answer type questions. Attempt any six questions out of eight questions.  
 $(6 \times 5 = 30)$

- Q.11 What is the primary objective of quality control? Explain in brief.
- Q.12 Explain pareto analysis with suitable example.
- Q.13 Write salient features of TQC.
- Q.14 How does Just-in-Time (JIT) manufacturing contribute to waste elimination?
- Q.15 What is the PDCA? Explain in brief.
- Q.16 What is Failure Mode Analysis? Explain in brief.
- Q.17 Describe the Kanban System and its key components.
- Q.18 Define leadership and outline the characteristics of an effective leader.

## **SECTION-D**

**Note:** Long answer type questions. Attempt any one question out of two questions.  
 $(10 \times 1 = 10)$

- Q.19 What are the basic principles of Total Quality Management (TQM) and why are they important?
- Q.20 Explain JIT inventory management and its benefits, along with the steps for implementation.

**DVOC (Ref. & Air Cond.) Level 5, 2nd Sem.**

**Subject : Total Quality Management.**

Time : 2 Hrs.

M.M. : 50

## **SECTION-A**

**Note:** Multiple choice questions. All questions are compulsory.  
 $(5 \times 1 = 5)$

- Q.1 A fishbone diagram is also known as.
  - a) Cause and Effect Diagram
  - b) Kaizen Diagram
  - c) Poka-Yoke Diagram
  - d) Taguchi Diagram
- Q.2 What is the name used for word "waste"
  - a) MUDA
  - b) MURA
  - c) MURI
  - d) MUSA
- Q.3 TQM & ISO both focuses on
  - a) Customer
  - b) Employee
  - c) Supplier
  - d) All of The Above
- Q.4 Six sigma was developed by
  - a) Samsung
  - b) Motorola
  - c) Maruti Suzuki
  - d) Nokia
- Q.5 The following is the machine down time.
  - a) Waste
  - b) No Material
  - c) Breakdown
  - d) All of The Above