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

Time : 2 Hrs.

M.M. : 50

**SECTION-A**

**Note:** Very short questions. Attempt all ten questions.  
(10x1=10)

Q.1 Which one is not the certified ISO standard?

- a) ISO 9010                      b) ISO 9001
- c) ISO9002                      d) ISO 9003

Q.2 Control Chart is a

- a) Process Monitoring Tool
- b) Process Control Tool
- c) Both (A) and (B)
- d) None of the above

Q.3 Which of the following is responsible for quality objective.

- a) Top Level Management
- b) Front Level Management
- c) Front Line Management
- d) All of the above

- Q.4 Expand TQM.
- Total Quantity Measurement
  - Total Quality Manager
  - Total Quality Management
  - Tome Quality Management
- Q.5 According to Deming, quality problem is due to
- Machine
  - Method
  - Material
  - Management
- Q.6 TEI stands for \_\_\_\_\_
- Q.7 A fishbone diagram is also known as \_\_\_\_\_
- Q.8 JIT stands for \_\_\_\_\_
- Q.9 In six sigma there are \_\_\_\_\_ defects per million opportunities.
- Q.10 Assured quality is necessary for building customer \_\_\_\_\_.

### SECTION-B

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

- Q.11 What are the fundamental principles of Total Quality Management (TQM)?

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- Q.12 Describe the Kanban System and its key components.
- Q.13 Could you provide a definition of process management?
- Q.14 Define quality and its features.
- Q.15 Explain the Taguchi Method briefly.
- Q.16 What is the PDCA? Explain in brief.
- Q.17 Describe Pareto analysis and provide an example.
- Q.18 Describe a histogram using an example.

### SECTION-C

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

- Q.19 Write 8 principles of total quality management in detail.
- Q.20 What is Total Productive Maintenance (TPM), and where are its key pillars? How does TPM influence Overall Equipment Effectiveness (OEE)?

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