

SECTION-B

Note:-Objective type Questions. All questions are compulsory.
(5x1=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.10is 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.
(6x5=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.
(10x1=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.

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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.
(5x1=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

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