

## **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 success 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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**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

Q.4 Revenue growth and customer satisfaction can be accessed through \_\_\_\_\_

- a) Process benchmarking
- 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

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