Roll No ..

MMIP-202
M.E./M.Tech. II Semester
Examination, May 2018
Total Quality Management

Time : Three Hours

Maximum Marks : 70

Note : i) Attempt any five questions.

ii) All questions carry equal marks.

1. a) Define TQM? Activities on TQM system. 5
   b) Define customer? Types of customers. 5
   c) Explain the importance of team work. 4

2. a) Explain just-in-time philosophy. 5
   b) What are the various benefits of Kaizen? Compare Kaizen with innovation? 5
   c) Explain Business Process Re-engineering (BPR) in brief. 4

3. a) What are the advantages and disadvantages of Total Quality Management? 7
   b) How total employee involvement can be achieved. 7

4. a) Compare variable and attributes. 7
   b) Applications of quality control in industries. 7

5. a) What is ISO? What is ISO-90000, ISO-14000 quality system? 7
   b) Explain fundamental concepts of six sigma and methodology of six sigma. 7

PTO

6. The following table given the number of errors of alignment observed at final inspection of a certain model of bus prepare C-chart and on the state of control. 14

Bus no.	Number of alignment defects	Bus no.	Number of alignment defects
1001	6	1011	8
1002	10	1012	6
1003	8	1013	10
1004	7	1014	10
1005	12	1015	6
1006	9	1016	12
1007	5	1017	3
1008	7	1018	11
1009	3	1019	2
1010	4	1020	1

7. a) Explain basic concept QFD. 7
   b) Explain Applications of TQM in various service type organizations. 7

8. Write short notes:
   a) Competitive benchmarking 5
   b) What is 5s? 3
   c) Dodge-roman plan 3
   d) MTTR.MTTF 3

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