B.Tech. -ME/ 6ᵗʰ Sem

Total Quality Management

Subject Code :ME-251 | DE|ME 2.5

Paper ID : N (RP)

Batch:2004 onwards/2011 onwards/2015 onwards[Tick Relevant]

Time allowed: 3 Hrs   Max Marks:60

Important Instructions:

- Section A is compulsory
- Attempt any four questions from section B
- Attempt any two questions from section C
- Assume any missing data
- Additional instructions, if any

PART A (2×10)

Q. 1.   Answer in brief:
  (a) Define 'Quality' and 'Total Quality Management'.
  (b) What is Quality Circle?
  (c) Differentiate between empowerment and delegation.
  (d) What is 5S?
  (e) What is meant by Bench Marking?
  (f) What are the elements of ISO 9001?
  (g) List down the seven QC tools?
  (h) What is FMEA?
  (i) What do you understand by Signal to Noise ratio in Taguchi method?
  (j) List the benefits of team work?

PART B (5×4)

Q. 2.   Differentiate between on-line and off-line quality control. What are their relative merits and demerits?

Q. 3.   Discuss Kanban pull system.

Q. 4.   Discuss about the objective, process, outcome and benefits of Quality Function Deployment (QFD).

Q. 5.   How would you define Taguchi's Parameter Design and Tolerance Design.

Q. 6.   Explain the issues related to customer's complaint and retention.

PART C (10×2)

Q. 7. Discuss the importance of "employee involvement" and "motivation" for enhancing quality.

Q. 8. Write short notes on 'JIT' and 'KANBAN'.

Q. 9. What do you understand by the term 'standard'? What is ISO 9000 series of quality system standards?