

ROLL No:

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Total number of pages:[2]

Total number of questions:06

**B.Tech. || CHEM || 8<sup>th</sup> Sem**  
**Total Quality Management**

**Subject Code:DE/ME-2.5**

**Paper ID:**

**Time allowed: 3 Hrs**

**Max Marks: 60**

**Important Instructions:**

- All questions are compulsory
- Assume any missing data

**PART A (2×10)**

**Q. 1. Short-Answer Questions:**

**All COs**

- What is quality planning?
- What is employee empowerment?
- Define customer retention.
- What is the role of team facilitator?
- Differentiate between quality control and quality planning.
- Define Total Employee Involvement?
- Name the ISO 9000 series.
- What do you understand by Signal to Noise ratio in Taguchi method?
- Explain Kaizen.
- What are QC tools?

**PART B (8×5)**

**Q. 2. Justify the following statement, "Quality is a new competitive weapon". Give examples.** **COa**

**OR**

**Describe the various stages of TQM evolution?**

**COa**

**Q. 3. What is JIT ? What are the basic requirements to be fulfilled prior to introducing JIT?** **COb**

**OR**

**What is control Chart? Discuss about the need, types, construction and application of control charts.**

**COb**

**Q. 4. Explain Kano's model of customer satisfaction by giving appropriate examples?** **COc**

**OR**

**Describe the importance of customers in business. Who is our customer? Explain how would you proceed to satisfy and delight customers of your company?**

**COc**

Q. 5. Describe the three fundamental principles on which Taguchi's philosophy is founded. COd

OR

Define FMEA. Discuss various types of FMEA with the help of examples. COd

Q. 6. What key factors would you consider while implementing TQM in Indian organizations? Discuss the foundation and pillars of TQM implementation model. COe

OR

Explain the procedure to construct a house of quality with the help of an example. COe