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Total Pages : 2

**013703**

**December 2023**

**B.Tech. (ME) - VII SEMESTER**

**Total Quality Management (PEC-ME-702-21)**

Time : 3 Hours]

[Max. Marks : 75

*Instructions :*

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

**PART-A**

1. (a) What is the need for quality? (1.5)
- (b) What are the constituents of appraisal cost of quality? (1.5)
- (c) What is a quality circle? (1.5)
- (d) What is meant by customer retention? (1.5)
- (e) Define empowerment. (1.5)
- (f) What is the composition of the quality council? (1.5)
- (g) What are the goals of TPM? (1.5)

- (h) Define Benchmarking. (1.5)
- (i) What is meant by statistical process control? (1.5)
- (j) List any three National Quality Awards instituted by India. (1.5)

**PART-B**

2. Discuss various dimensions of quality as envisaged in products as well as in services. (15)
3. (a) Explain the barriers to the implementation of TQM. (10)
- (b) What are the viewpoints of TQM? (5)
4. Discuss various human factors and their contribution to the TQM environment. (15)
5. (a) Discuss Maslow's theory of motivation. (10)
- (b) Describe types of teams formed to accomplish a task. (5)
6. Discuss in detail the DMAIC methodology to achieve Six Sigma. (15)
7. Discuss the Deming Prize evaluation criteria in detail. (15)