42722

May, 2019
M.Tech. (Mechanical Engineering) II SEMESTER
Total Quality Management (MME-104)

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) Define quality.   (1.5)

    (b) Define total quality management.   (1.5)

    (c) What do you mean by PDSA cycle?   (1.5)

    (d) What are the requirements for customer satisfaction?   (1.5)

    (e) What is BPR?   (1.5)

(f) What are the goals of TPM? (1.5)

(g) What do you mean by FMEA? (1.5)

(h) What is QFD? (1.5)

(i) What do you mean by product audit? (1.5)

(j) What are the main elements of EMS 14001? (1.5)

PART-B

2. (a) Explain the various components of cost of quality. (10)

(b) State the dimensions of quality. (5)

3. (a) Explain various elements of TQM. (10)

(b) Discuss various barriers of TQM implementation. (5)

4. (a) Discuss the role of effective communication, training and mentoring, recognition and reward in TQM. (10)

(b) What is service quality? Discuss features of services. (5)

5. (a) Explain different components of Juran's Trilogy. (10)

(b) Discuss ETX model. (5)

6. (a) How is the cause and effect diagram prepared? Explain with an example. (10)

(b) What is benchmarking? What are the reasons for benchmarking? (5)

7. (a) Describe the requirements of ISO 9000 certification. How does it help to improve the quality in an organization? (10)

(b) Discuss the procedure for conducting the quality audit. (5)

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