

Total Quality Management
(DE/ME-2.5, Dec-07)

Note: Section A is compulsory. Attempt any four questions from Section B and any two from Section C.

Section-A

1. a) Quality Policy
- b) Quality Costs
- c) Quality Improvement
- d) Acceptance
- e) Taguchi Methods
- f) Quality Audit
- g) Accuracy and Precision
- h) Definition of JIT
- i) TQM
- j) ISO 9003

Section-B

2. How we can empower employees for Total Employee Involvement in TQM?
3. "JIT approach helps in waste elimination." Comment.
4. Discuss the Failure Mode Effects analysis of TQM.
5. What are the various Quality system elements applicable to ISO 9002?
6. Enlist the different factors affecting process management.

Section-C

7. What are the four major areas to be considered from the point of view of QFD? How the quality Function Deployment in an organization can be achieved?
8. What are the various advanced Techniques of Total Quality Management? Discuss any one in detail.
9. What are the various stages of adoption of Quality Circle Programmes? Give a detailed note.