

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Tech. (EE) (Sem.-6)  
**TOTAL QUALITY MANAGEMENT**

Subject Code : BTME-6XX

M.Code : 71243

Date of Examination : 16-07-22

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

**1. Answer briefly :**

- a) What are the seven tools in total quality control?
- b) "*JIT Approach helps in waste elimination*". Comment.
- c) What do you understand by benchmarking?
- d) Enlist various techniques of data collection from the market.
- e) What do you mean by customer satisfaction?
- f) What is design of experiment?
- g) "*TQM ensures high quality at a low price*". How?
- h) What is business process Re-engineering?
- i) What is the basic principle of ISO 9000?
- j) Differentiate between stating and defining a problem.

## SECTION-B

2. Discuss the failure mode effects analysis of TQM.
3. Explain different types of quality audits in practice.
4. Differentiate between the “*Smaller-the-better*” and “*Larger-the-better*” types of S/N ratio.
5. Explain the cause and effect of the diagram with the help of suitable examples.
6. Compare and contrast JIT and MRP.

## SECTION-C

7. Give the four major areas to be considered the point of view of QFD. How can the quality function deployment in an organization be achieved?
8. Give the principle of :
  - a) Kanban system
  - b) Quality control
9. Write a short note on the following :
  - a) Total waste elimination
  - b) Material requirement planning

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**