



Roll No:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

B.TECH
(SEM VII) THEORY EXAMINATION 2020-21
TOTAL QUALITY MANAGEMENT

Time: 3 Hours**Total Marks: 100****Note:** Attempt all Sections. If require any missing data; then choose suitably.**SECTION A****1. Attempt all questions in brief. 2 x 10 = 20**

a.	Discuss the concept of quality management.
b.	What is the need for quality?
c.	What are the characteristics of a quality leaders?
d.	Explain the need for ISO 14000 quality systems.
e.	Enlist the types of FMEA.
f.	How can we define quality cost?
g.	Enlist the characteristics of a team.
h.	Tabulate the tangible and intangible benefits of TQM.
i.	What is the use of control chart?
j.	What are organization standards and product standards?

SECTION B**2. Attempt any three of the following: 10x3=30**

a.	With the help of a block diagram explain the framework of TQM.
b.	Elaborate the Deming's Philosophy over the Quality and productivity improvement.
c.	Consider any one service organization of your choice and explain the various Dimensions of Quality Of Service.
d.	With the help of a case study explain how Kaizen is practiced in workplace?
e.	Discuss the implementation of TQM with a case study from the manufacturing industry. Not ready for change?

SECTION C**3. Attempt any one part of the following: 10x1=10**

a.	Discuss about the need, types, construction, and applications of seven quality control tools.
b.	With the help of suitable example explain the concept of Taguchi's loss function.

4. Attempt any one part of the following: 10x1=10

a.	Explain in detail, Juran's principle of quality improvement.
b.	How is cause effect diagram prepared? Explain with the help of an example?

5. Attempt any one part of the following: 10x1=10

a.	Devise a QFD methodology for design and development of cups used in vending machine for dispersing hot and cold beverages.
b.	Explain the different types of cost contributing to the cost of quality.

6. Attempt any one part of the following: 10x1=10

a.	Discuss the process of procurement with the help of a case study, explain how are suppliers evaluated?
b.	What is supplier partnering? Indicate the important benefits.

7. Attempt any one part of the following: 10x1=10

a.	How is capacity verified for a supplier? Explain with the help of a case study.
b.	What is defect? How are defects identified and analyzed? Explain along with their corrective measures.