Printed Pages : **2**                                              **TME16**

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 0408    Roll No. | | | | | | | | | | |

# B.Tech

(SEM VII) ODD SEMESTER  THEORY EXAMINATION 2009-10
## TOTAL QUALITY MANAGEMENT

*Time : 3 Hours]*                              *[Total Marks : 100*

**Note :**     *(1)   Answer **all** questions.*

*(2)   All questions carry **equal** marks.*

*(3)   Be precise in your answer.*

*(4)   Assume missing data, if any.*

1     Attempt any **two** of the following :

(a)   How does the consumer's perspective of quality differ from producer's ?

(b)   Discuss how quality - management program can affect productivity.

(c)   Write a note on Crosby's contribution to TQM.

2     Attempt any **two** of the following :

(a)   What are the requirements for quality organization ?

(b)   Discuss the difference between quality circles and self managed teams.

(c)   Discuss different types of costs associated with Quality. What kind of costs should the organisations invest in most ? Give reasons.

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3   Attempt any **two** of the following :

   (a)  How many type of OC curves are there ? Briefly explain the situations in which these different type of OC curves are used.

   (b)  Critically compare the control charts for variables and attributes.

   (c)  Discuss the various reasons for failure of control charts in organization.

4   Attempt any **two** of the following :

   (a)  Discuss failure mode, effect and criticality analysis (FMECA) technique for reliability analysis.

   (b)  Discuss different types of Maintenance Program.

   (c)  Briefly describe the following :

      (i)   MTTR

      (ii)  Zero defect.

5   Attempt any **two** of the following :

   (a)  Explain the Taguchi method in experimental design. How is it different from the other methods in experimental design ?

   (b)  What is ISO 9000 ? What are the various certification under this umbrella of ISO 9000 ? In ISO 9004 a type of certification ?

   (c)  Compare and contrast the philosophy of traditional and JIT manufacturing. What are their objectives and how do they achieve them ?