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BTECH
(SEM VIII) THEORY EXAMINATION 2021-22
TOTAL QUALITY MANAGEMENT

Time: 3 Hours**Total Marks: 100***Note: Be precise in your answer. In case of numerical problem assume data wherever not provided.***SECTION – A****1. Attempt all of the following questions:****10 x 2 = 20**

- (a) What is PDCA cycle?
- (b) What is strategic sourcing?
- (c) Define quality control.
- (d) High quality, low cost likely to be the market leader. Comment.
- (e) Discuss 'Range Chart'.
- (f) What is Histogram?
- (g) Compare reliability and availability.
- (h) What is zero defect?
- (i) What is quality assurance?
- (j) What do you understand by MTTR?

SECTION – B**2. Attempt any five of the following questions:****5 x 10 = 50**

- (a) Tell how a control is kept on a purchased product? What can be advice to a customer before purchasing the product?
- (b) What could be the positive and negative attitude of top management with their workers?
- (c) What do you mean by defects and what are the steps of defect study?
- (d) The number of mistakes made by an accounts clerk is given below-

Week no.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
No. of mistakes	1	0	2	0	1	0	1	0	1	2	3	3	1	0	0	7	1

- Establish a suitable control chart and state how it should be used in future to control the mistake of the clerk.
- (e) What are the basic principles of TQM? Explain with its objectives.
 - (f) What is JIT? Explain JIT production process.
 - (g) Discuss the need for quality improvement and control for modern industrial requirement.
 - (h) Explain :-
 - i) Quality circle
 - ii) Terms of guarantee policy in an organization.

SECTION – C**Attempt any two of the following questions:****2 x 15 = 30**

3. How is quality linked to the cost of the product? What are the components of quality cost? Explain their effect on the total cost of production, applications and advantages.
4. Describe Taguchi quality. Give objective and steps of Taguchi method.
5.
 - i) What is cause and effect diagram?
 - ii) What are the dimensions of quality?
 - iii) Discuss process control in detail.