

7/13  
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Exam. Code: 0943

Sub. Code: 7067

1128

**B.E. (Mechanical Engineering)  
Seventh Semester  
MEC-704: Total Quality Management**

**Time allowed: 3 Hours**

**Max. Marks: 50**

**NOTE:** Attempt five questions in all, including Question No. I which is compulsory and selecting two questions from each Unit.

x-x-x

- I. Attempt the following:-
- a) What are Dimensions of Quality?
  - b) What is Deming Philosophy?
  - c) What is TQC?
  - d) What is process management?
  - e) Define Kanban system.
  - f) What do you understand by signal in Taguchi method?
  - g) What is Quality audit?
  - h) What are the seven tools of Quality?
  - i) What is TPM?
  - j) What is reward and recognition? (10x1)

**UNIT - I**

- II. Discuss the various education and training programmes of employees in TEI. (10)
- III. Write short notes on the following:
- a) Quality Auditing
  - b) 5S
  - c) Six Sigma (10)
- IV. Explain the registration procedure for ISO 9001. Also explain the benefits of ISO registration. (10)

**UNIT - II**

- V. Enlist the priority areas along with essential steps of implementing TQM in an organization. (10)
- P.T.O.

(2)

- VI. a) Highlight the importance of 'observation and standardization' in problem solving.  
b) With diagrams, explain how histogram is more useful in problem solving than bar diagram. (5,5)
- VII. What is FMEA? Discuss in detail with examples various stages of FMEA. (10)

x-x-x