

Exam.Code:0943
Sub. Code: 7067

1078
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. 1 which is compulsory and selecting two questions from each Unit.

x-x-x

- I. Attempt the following:-
- Define policy implementation process.
 - What are the benefits of implementing TQM?
 - Define total employees involvement.
 - What is Data collection?
 - Define Kanban system.
 - What is process management?
 - What is Quality audit?
 - What is the importance of ISO 14000 system?
 - What is Bench marking?
 - Write about Pareto analysis. (10x1)

UNIT – I

- II. Define TQM- Enlist the priority areas along with essential steps of implementing TQM in an organization. (10)
- III. What is the relevance of ISO systems? Explain in detail with the help of a case study.
- IV. Discuss in detail different factors that affect process management. (10)

UNIT – II

- V. a) Write the advantages and disadvantages of Total employees involvement?
b) What steps are involved in complete planning of the process? (10)

P.T.O.

(2)

- VI. a) What is JIT production?
b) What are the basic requirements to be fulfilled prior to introducing JIT?
c) What is the pull system of JIT production? (10)
- VII. 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. (10)

x-x-x