1078
B.E. (Mechanical Engineering)
Seventh Semester
MEC-704: Total Quality Management

Time allowed: 3 Hours

Max. Marks: 50

NOTE: *Attempt <u>five</u> questions in all, including Question No. 1 which is compulsory and selecting two questions from each Unit.*

x-x-x

I. Attempt the following:-

a) Define policy implementation process.

b) What are the benefits of implementing TQM?

c) Define total employees involvement.

d) What is Data collection?

e) Define Kanban system.

f) What is process management?

g) What is Quality audit?

h) What is the importance of ISO 14000 system?

i) What is Bench marking?

j) 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.

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