Exam. Code: 0943 Sub. Code: 7067

## 1129

## 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. I which is compulsory and selecting two questions from each Unit.

x-x-x

- I. Attempt the following:
  - a) With do you understand by the term Quality?
  - b) Differentiate between Vision and Mission of an organization.
  - c) What are the common barriers to team progress?
  - d) What are the various methods of Performance Appraisal?
  - e) What do you understand by the term Population and Sample in context of SPC?
  - f) Define Kaizen.
  - g) What is needed for a leader to be effective?
  - h) Enumerate the steps to benchmark
  - i) What is Taguchi's Quality Loss Function?
  - j) What are the requirements and benefits of ISO 14000?

(10x1)

## UNIT - I

- II. a) What is meant by the term Quality Cost and what are its various elements.
  - b) What are the conditions for the selection and evaluation of suppliers? Explain in brief. (2x5)
- III. a) Explain customer satisfaction & retention in detail using relevant examples.
  - b) Explain in detail, the Juran's principles of quality improvement. (2x5)
- IV. Explain the Deming's philosophy in detail for TQM using examples. (10)

## UNIT - II

- V. a) Why the Control Chart has become the central element of the statistical process control. Also discuss in brief the types of control charts and their application areas.
  - b) Explain in brief the New seven management tools.

(2x5)

- VI. Explain the ISO/QS 9000 elements in detail and what is the need of ISO 9000? (10)
- VII. a) What is the need of having Total Productive Maintenance (TPM) in an industrial organization? Write down the steps to establish the TPM in an organization.
  - b) How is House of Quality constructed? Explain with an example. (2x5)

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