

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 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:-
- With do you understand by the term Quality?
 - Differentiate between Vision and Mission of an organization.
 - What are the common barriers to team progress?
 - What are the various methods of Performance Appraisal?
 - What do you understand by the term Population and Sample in context of SPC?
 - Define Kaizen.
 - What is needed for a leader to be effective?
 - Enumerate the steps to benchmark
 - What is Taguchi's Quality Loss Function?
 - 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)

P.T.O.

(2)

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)

x-x-x