

2063  
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

1. (a) Define Quality.
- (b) What are the benefits of implementing TQM?
- (c) What is TQC?
- (d) What is Data collection?
- (e) Define Kanban system.
- (f) What do you understand by signal in Taguchi method?
- (g) What is Quality audit?
- (h) What is Deming's circle?
- (i) What is Bench marking?
- (j) Write about Pareto analysis.

(10x1)

UNIT - I

2. Explain the registration procedure for ISO 9001. Also explain the benefits of ISO registration.
3. What is the relevance of TQM?
4. Write short notes on the following:
  - (i) Quality assurance
  - (ii) Quality control tools
  - (iii) Quality circles

(2x10)

UNIT - II

5. (i) Write the advantages and disadvantages of Total employees involvement?  
(ii) What steps are involved in complete planning of the process?
6. (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?
7. (i) Highlight the importance of 'observation and standardization' in problem solving.  
(ii) With diagrams, explain how histogram is more useful in problem solving than bar diagram.

(2x10)

x-x-x

