

22609

M.Tech. 2nd Semester (M.E.) CBCS Scheme

Examination, July-2022

TOTAL QUALITY MANAGEMENT

Paper-MTME22C2

Time allowed : 3 hours]

[Maximum marks : 100

Note : Question no. 1 is compulsory and attempt one question from each unit.

1. (i) What do you mean by Quality cost index?
- (ii) Explain the scope of Quality Planning.
- (iii) What do you mean by barrier of Communication?
- (iv) Define the concept of Process capability.
- (v) Discuss the importance of Acceptance Quality Level.
- (vi) Define Benchmarking
- (vii) What do you mean by TPM?
- (viii) Define the term of Quality Awards
- (ix) Discuss how to two party audit system work.
- (x) What do you mean by Vendor Rating System?

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Unit-I

2. "Total Quality Management is the basic component for appraising the performance in the organization". Do you agree with the statement? Justify your answer with suitable example.
3. Explain the various types of costs contributing to the cost of quality. Give example for each.

Unit-II

4. Discuss the importance of "employee involvement" and "motivation" for enhancing quality.
5. Write short notes on :
 - (i) Seven Quality Tools
 - (ii) Lean Manufacturing
 - (iii) Zero Defects
 - (iv) PDCA

Unit-III

6. What benefits have been achieved by organizations that have successfully completed their benchmarking program? Explain the benefits in details.

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7. Explain the concept of Taguchi's quality loss function. Discuss the need for Taguchi's quality loss function in details.

Unit-IV

8. What do you mean by ISO quality system and discuss the various elements of ISO 9000:2000 system.
9. (i) Explain the benefits of performance measure design.
(ii) Discuss Quality auditing in detail.

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