

22615

M.Tech 1st Semester (MAE) CBCS Scheme

Examination, December-2017

TOTAL QUALITY MANAGEMENT

Paper-MTMA21C3

Time allowed : 3 hours]

[Maximum marks : 100

Note : Attempt five questions. Question No. 1 is compulsory and attempt one question from each of the four sections.

1. Discuss the following : 5×4
- (a) Kanban in brief
 - (b) Deming's 14 points
 - (c) TPM
 - (d) Performance measure design.

Section-A

2. (a) Discuss Quality improvement and Quality management. 10
- (b) Discuss the analysis of external and internal failures costs in detail. 10
3. (a) Explain various elements of TQM in detail. 10
- (b) Discuss PDCA and PDSA cycle in detail. 10

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Section-B

4. (a) Explain Kano model in detail. 12
 (b) Discuss the basic principles and goals of Kaizen. 8
5. (a) Discuss the theory of motivation of individual employee. 12
 (b) Explain the concept of ETX model and cellular manufacturing system. 8

Section-C

6. (a) Explain in detail Process flow chart. Also discuss Scatter diagram in detail. 10
 (b) Define Quality function deployment. Also construct house of quality with brief discussion on various parameters. 10
7. (a) Discuss Relationship diagrams and activity network diagram in brief. 10
 (b) Discuss failure mode and effect analysis in detail. 10

Section-D

8. (a) Explain ISO 9001 model with emphasis on management responsibility.
 (b) Discuss the concept of balanced score card process. 10

9. (a) Discuss benefits of EMS certification. Also discuss product audit system. 10
 (b) Discuss various types of quality awards in brief. 10