

Roll No.

22110

**M.Tech. 3rd Semestrer Mechanical
Engg. (Machine Design)**

Examination-May, 2014

TOTAL QUALITY MANAGEMENT

Paper-M-849

Time : 3 hours

Max. Marks : 100

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

Note : Attempt any **five** questions.

1. (a) Explain Juran Trilogy. 10
(b) Briefly explain Employee Motivation and Empowerment. 10
2. (a) Discuss the analysis of cost of quality for improvement with example. 10

- (b) What do you mean by leadership ?
Explain. 10
3. (a) How is PDCA cycle used ? Discuss with
a case study. 10
- (b) What are the barriers to TQM
implementation ? How are they
eliminated ? 10
4. Explain about the following :
- (a) Taguchi method for Experimental
design. 10
- (b) T-Test and F-Test 10
5. (a) Discuss the implementing of
ISO:9000:2000 quality systems ? 10
- (b) What are the benefits of implementing
a quality system ? Discuss them in
detail. 10

6. (a) Explain how quality audit should be conducted. 10
- (b) State and explain the ISO:9000 series. 10
7. Write short notes on : 20
- (a) Strategic Planning
- (b) Benchmarking
8. (a) How does the conceptual approach to ISO 14001 differ from ISO 9001 ? Explain. 10
- (b) What do you mean by reliability ? Explain with its requirement. 10
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