

Roll No.

22110

**M. Tech 3rd Semester M.E.
(Machine Design)**

Examination–May, 2015

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. What do you understand by leadership ?
What are the main characteristics of quality leaders ? Explain the role of TQM leaders in an organization. [20]

2. How do customers perceive the quality ? Define it. Explain methods of retention of customer in detail. [20]
3. What is performance appraisal ? Why is it necessary ? What are the different methods for performance appraisal ? Explain in detail. [20]
4. What is PDSA Cycle ? How it helps in improving the process in an organization ? Also explain different improvement strategies. [20]
5. What are different tools and techniques used in TQM ? Explain them in detail. [20]
6. What is FMEA ? What are various stages in FMEA ? Explain the relevance of FMEA from the point of view of design. [20]

7. Explain the following terms in brief : [20]

(a) Kaizen

(b) Re-engineering

(c) Six sigma

8. What is ISO 14000 ? What are the requirements of ISO 14000 ? Explain in detail. [20]
