

Roll No.

22110

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

Examination – December, 2013

TOTAL QUALITY MANAGEMENT

Paper : M-849

Time : Three hours]

[Maximum 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 examination.

Note : Attempt *five* questions.

1. (a) Discuss 14 points of Deming for the improvement of an organization and quality. 10
- (b) What is the relation between quality and its characteristics ? Explain. 10
2. (a) What are the duties of quality council ? Explain. 10
- (b) Explain in brief the quality circle with its objectives, structure and techniques. 10

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3. (a) Explain the Role of TQM in customer satisfaction and employee involvement. 10
(b) Explain the Kaizen concept of Quality. 10
4. (a) What do you mean by TQM ? Explain with principle, advantages and obstacles in implementing TQM. 10
(b) Explain in detail the concept of six sigma. 10
5. (a) Explain about quality system auditing. 10
(b) Discuss the implementation of ISO: 9000:2000 quality systems ? 10
6. (a) Explain about the documentation process in ISO 9000:2000 systems. 10
(b) What do you mean by ISO 9000 series of standard ? Explain. 10
7. (a) Discuss ISO 14000 requirements and its benefits. 10
(b) Explain the Re-Engineering concept in quality management. 10
8. Write short notes on :
(a) Statistical Design and Process of FMEA. 10
(b) cause and effect diagram for an engineering problem. 10
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