

Roll No.

23065

M. Tech. 3rd Semester (ME)
(Manufacturing & Automation)
(General Elective-II)

Examination – January, 2016

TOTAL QUALITY MGT.

Paper : 986/M-705-A(G)

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 any *five* questions. All questions carry equal marks.

1. Discuss basic concept of Quality and TQM, quality dimensions and evolution of TQM with suitable diagram and example. 20
2. (a) Discuss TQM as a system and various components of TQM. 10
(b) Discuss roadblocks in TQM implementation and reasons for TQM failure. 10

3. (a) Discuss sphere of TQM and factors affecting TQM environment. 10
(b) Discuss TQM viewpoints of various Quality Gurus. 10
4. (a) Discuss the role of work culture, motivation, attitude and innovation in TQM. 10
(b) Discuss hard and soft factors in TQM. 10
5. Discuss the role and expectations of employer, employee, customer and supplier from organization and vice versa. 20
6. Discuss the classification of tools and techniques of TQM in detail. 20
7. Discuss various quality awards in detail. 20
8. (a) Discuss impact of TQM and difficulty in measuring TQM effects. 10
(b) Discuss parameters governing effects of TQM. 10