

22110

M.Tech. 3rd Semester (ME) Machine Design

Examination, December-2017

TOTAL QUALITY MANAGEMENT

Paper-M 849

Time allowed : 3 hours]

[Maximum marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. Define Leadership. What are the characteristics that successful quality leaders demonstrate ? 20
2. Explain six most important factors that influence consumer purchases. 20
3. Describe the role of employees involvement in TQM by responding to the following :
 - (a) Why is employee involvement important to TQM ? 10
 - (b) Why do we need involved employees ? 10
4. What do you mean by continuous process improvement ? Explain "Juran Trilogy" and its use. 20
5. Write short note on the following :
 - (a) Criticisms of Bench marking. 10
 - (b) Six sigma concept and its effectiveness in a service organization. 10

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6. (a) What are the requirements of ISO 14000 ?
Explain. 10
- (b) Discuss the role of Information Technology
related to quality management. 10
7. Write short note on the following :
- (a) Products liability law. 10
- (b) F test 10
8. What is Failure mode and effect analysis ? Explain in
detail various stages of FMEA. 20

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