



Printed Pages : 2

TME16

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 0408

Roll No.

--	--	--	--	--	--	--	--	--	--

B.Tech

(SEM VII) ODD SEMESTER THEORY EXAMINATION 2009-10 TOTAL QUALITY MANAGEMENT

Time : 3 Hours]

[Total Marks : 100

- Note :**
- (1) Answer all questions.
 - (2) All questions carry equal marks.
 - (3) Be precise in your answer.
 - (4) Assume missing data, if any.

1 Attempt any two of the following :

- (a) How does the consumer's perspective of quality differ from producer's ?
- (b) Discuss how quality - management program can affect productivity.
- (c) Write a note on Crosby's contribution to TQM.

2 Attempt any two of the following :

- (a) What are the requirements for quality organization ?
- (b) Discuss the difference between quality circles and self managed teams.
- (c) Discuss different types of costs associated with Quality. What kind of costs should the organisations invest in most ? Give reasons.



- 3 Attempt any **two** of the following :
- How many type of OC curves are there ? Briefly explain the situations in which these different type of OC curves are used.
 - Critically compare the control charts for variables and attributes.
 - Discuss the various reasons for failure of control charts in organization.
- 4 Attempt any **two** of the following :
- Discuss failure mode, effect and criticality analysis (FMECA) technique for reliability analysis.
 - Discuss different types of Maintenance Program.
 - Briefly describe the following :
 - MTTR
 - Zero defect.
- 5 Attempt any **two** of the following :
- Explain the Taguchi method in experimental design. How is it different from the other methods in experimental design ?
 - What is ISO 9000 ? What are the various certification under this umbrella of ISO 9000 ? In ISO 9004 a type of certification ?
 - Compare and contrast the philosophy of traditional and JIT manufacturing. What are their objectives and how do they achieve them ?

