Printed Pages: 3 NME-041/NPL -041

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

Paper ID : 2012239 Roll No. | | | | | | | | |

B.TECH.

Regular Theory Examination(Odd Sem - VII), 2016-17

TOTAL QUALITY MANAGEMENT

Time : 3 Hours *Total Marks : 100*

Section - A

1 **Attempt all parts. All parts carry equal marks. Write answer of each part in short. (10×2=20)**

a) Give the principle of TQM.

b) Name the various purchasing methods used in an organization.

c) State the good characteristics of a supplier.

d) State the role of team leader in a organization.

e) What is scatter diagram?

f) List some of the quality control tools.

g) What is zero defect?

h) Define MTTF.

i) Write any four steps in implementation of quality system.

j) Mention the auditing techniques available for an auditor

Section - B

Note: Attempt any five questions of this section

(5×10=50)

2. Explain the evolution of TQM concepts? What is its significance today?

3. Discuss the various steps in the process of designing an organization structure.

4. List the various procurement procedure in detail with a neat flowchart.

5. Discuss in detail the several dimensions of product and service quality.

6. Discuss the structure and implementation of Quality circle in a industry.

7. Write short notes on

   a) Ishikawa diagram

   b) Scatter diagram

   c) Histogram

8. Explain the steps followed to get ISO 9000 certification for an educational institute.

9. Define the reliability. What are its objectives and how we can evaluate reliability of a product? Explain in detail.

Section - C

Note: **Attempt any 2 questions from this section.** **(2×15=30)**

10. a) What are the factors to be considered in choosing organization structure for different products? **(7)**

b) Explain ISO 14000 with an Industrial application.**(8)**

11. a) Explain the organizational structure for TQM implementation with the help of suitable block diagram. **(8)**

b) State the objectives and benefits of JIT? **(7)**

12. Discuss about the need, construction and application of control charts.