

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

Paper ID : 2012239

Roll No.

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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.