

Total No. of Questions : 12]

SEAT No. :

P1181

[Total No. of Pages : 2

[4659] - 149

B.E. (Production Engineering)

**C : Total Quality Management
(Elective - IV) (Semester - II) (2008 Pattern)**

Time : 3 Hours]

[Maximum Marks : 100

Instructions to the candidates:

- 1) Answers to the two sections should be written in separate answer books.*
- 2) Answer any three questions from each section.*
- 3) Neat diagrams must be drawn wherever necessary.*
- 4) Figures to the right indicate full marks.*
- 5) Use of Calculator is allowed.*
- 6) Assume suitable data if necessary.*

SECTION - I

- Q1)** a) Explain role of Senior Management in TQM. [10]
b) Explain various steps for Quality Planning. [8]

OR

- Q2)** a) Explain how to get Quality in Manufacturing. [10]
b) Explain importance of Quality Council and Quality Statements. [8]

- Q3)** a) Explain how to measure Customer Retention. [8]
b) Explain importance of Employee Involvement in TQM. [8]

OR

- Q4)** a) Explain Malcolm Baldrige National Quality Award criteria. [8]
b) Explain Juran Quality Trilogy. [8]

- Q5)** a) Explain how Quality Circles are useful in TQM. [8]
b) Explain importance of Benchmarking in TQM. [8]

OR

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- Q6)** a) Explain concept of Poka Yoke. [8]
b) Explain Taguchi Quality Loss Function. [8]

SECTION - II

- Q7)** a) Explain types of failures. [10]
b) Explain concept of maintainability and availability. [8]

OR

- Q8)** a) Explain methods of achieving higher reliability. [10]
b) Explain Weibull Distribution (Bath Tub curve). [8]

- Q9)** a) Explain how Quality Policy and Quality Objectives are important in TQM. [8]
b) Explain how Leadership is important for Quality. [8]

OR

- Q10)** a) Explain usefulness of Supplier and Customer Partnerships. [8]
b) Discuss various types of control charts for variables. [8]

- Q11)** a) Discuss benefits of IOS 9000 certification. [8]
b) Explain concept of CMMI. [8]

OR

- Q12)** Write short notes on the following. [16]
a) ISO14001 : 2004 standards.
b) ISO 27001 : 2005 Information Security Management System.

