

Roll No.

Printed Pages : 2

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BT-8 / M-17

TOTAL QUALITY MANAGEMENT

Paper-ME-426E

Time allowed : 3 hours

[Maximum marks : 100

Note : Attempt only five questions, selecting at least one question from each unit.

Unit-I

1. (a) Compare Deming, Crosby and Juran Philosophy. 12
(b) What is Customer Perception of Quality? Explain. 8
2. (a) What is Quality Circle? Explain how it is useful in solving problems? 10
(b) How can you implement QCC in your organization? 10

Unit-II

3. (a) How is cause and effect diagram constructed? Explain with an example. 10
(b) Describe in detail all steps of achieving the six sigma state. 10
4. (a) Elaborate the continuous Improvement process. 8
(b) What is Kaizen? What are the steps involved in implementing Kaizen? 12

8854

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(2)

Unit-III

5. (a) Discuss the need for standardization procedures for Quality Assurance. Explain the requirements of ISO system of documentation. 15
(b) Differentiate between external and internal audits on quality. 5
6. Discuss in detail the following pertaining to ISO 9000 :
(i) Documentation
(ii) Quality Auditing 20

Unit-IV

7. (a) What are the items covered by ISO 9000 regarding quality? 10
(b) Differentiate between ISO 9000 and QS 14000. List the benefits that a firm would enjoy by implementing these series of Quality documentation procedure. 10
8. Write short notes on the following :
(a) Taguchi Quality Loss Function 8
(b) Total Employee Involvement 7
(c) How is a Scatter Diagram used? 5

8854