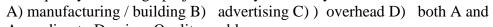
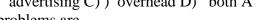
	Enrollm	ent No:	Exam Seat No:		_		
		C.U.SHAF	HUNIVERSITY	•			
	Winter Examination-2019						
	Subject 1	Name: Total Quality Manageme	ent				
	Subject Code: 4TE06TQM1		Branch: B. Tech (Mechanical)				
	Semester Instruction		Time: 10:30 To 01:30	Marks: 70			
	(2) I (3) I	Use of Programmable calculator & Instructions written on main answer Draw neat diagrams and figures (in Assume suitable data if needed.		s prohibited.			
Q-1		Attempt the following question	ns:		(14)		
	a)	 Japan's top national prize for contributions to quality is named after: A) Joseph M Juran B) W Edwards Deming C) Phillip Crosby D) None of the above 					
	b)	While setting Quality objective,	to be considered.				
 A) Material quality B) Customer need C) Market demand D) None of the above c) The term "benchmarking" means A) Comparing with past data from your organization B) Comparing results of a market survey C) Comparing with the results of a customer D) None of the above 			paring with the				
	d)	Inspection assures that A) Workers are motivated B) I acceptable D) Quality problems	Product meets specification C) Su	pplier quality is			
	e)	A service cannot be					
	f)	A) Inspected B) Targeted C) SQuality is often influenced by alA) fabrication processes and mmaterials		etion D) cost of			
	g)	Total Quality Management (TQ)		_			
	h)	A) Employee B) Customer C) In The ability of a product to be us under different conditions determ A) Usability B) Operability C)		bove ent capacities and			
	i)		s normally make suggestions on co	orrecting the			





According to Deming, Quality problems are k)

A) True B) False

j)



Poor quality in a design project is likely to directly affect _____ costs.

		A) Due to management B) Due to method C) Due to machine D) Due to material			
	1)	The difference between manufacturing and service is			
		A) Products cannot be inventoried B) Service can't be produced			
		C) Production is instantaneous D) Service is consumed as backordered			
	m)	P-D-C-A stands for			
		A) Plan-Do-check-Act B) Plan-Do-correct-Act C) Proceed-Do-check-Act			
		D) Proceed-Do-correct-Act			
	n)	The objectives of TQM is			
		A) To improve process B) to improve profitability C) Both (a) and (b) D) None			
Atten	npt any	four questions from Q-2 to Q-8			
Q-2		Attempt all questions			
_	a)	Explain Juran Philosophy.	(7)		
	b)	Write the principles of TQM.	(7)		
Q-3		Attempt all questions			
	a)	Explain in detail 6 Sigma technique with suitable example.	(7)		
	b)	Strategic planning is said to be more effective than conventional planning,	(7)		
		explain with examples.			
Q-4		Attempt all questions			
	a)	Define FMEA? Write the stages of FMEA.	(7)		
	b)	Write the characteristics of successful team management.	(7)		
Q-5		Attempt all questions			
	a)	Write concept requirement and benefits of case study of TQM implementation.	(7)		
	b)	Discuss 5S techniques.	(7)		
Q-6		Attempt all questions			
	a)	Define Quality function deployment and give its objectives.	(7)		
	b)	Explain with examples of QS 9000 – ISO 14000 – Concepts, Requirements and	(7)		
		Benefits.			
Q-7		Attempt all questions			
	a)	Explain Process capability – meaning, significance and measurement.	(7)		
	b)	Discuss Taguchi quality loss function.	(7)		
Q-8		Attempt all questions			
	a)	Write about different tools to use regression analysis.	(7)		
	b)	Explain the 14 points of Deming's for quality management.	(7)		

