

M.Tech. 1st Semester (MAE) CBCS Scheme

Examination, December-2018

TOTAL QUALITY MANAGEMENT

Paper- MTMA 21C3

*Time allowed : 3 hours]*

*[Maximum marks : 100*

*Note: Answer five questions. Question No. 1 is compulsory and one question from each of the four sections.*

1. Discuss the following: 5×4
- PDSA
  - Elements of TQM
  - TPM
  - BSC

**Section-A**

2. (a) Discuss dimensions of quality and evolution of quality. 10
- (b) Discuss cost of quality and Juran's model of optimum quality costs. 10
3. (a) Explain Demin's 14 points for top management. 10
- (b) Discuss various barriers for TQM implementation. 10

**Section-B**

4. (a) Explain the term service quality and various features of services in detail. 10

- (b) Discuss the role of effective communication in TQM. 10
5. Explain Kanban system and its various types along with their features and advantages. 20

**Section-C**

6. (a) Explain in detail Cause and Effect diagram. Also discuss Pareto chart in detail. 10
- (b) Define benchmarking process, triggers for benchmarking and types of benchmarking. 10
7. (a) Discuss Affinity diagram and its methodology. Also discuss Matrix diagram in brief. 10
- (b) Discuss Taguchi's robust design process, loss function and its types in detail.

**Section-D**

8. (a) Explain ISO 9001 model with emphasis on quality management system. 10
- (b) Discuss the concept of performance measure design process. 10
9. (a) Discuss benefits of EMS certification. Also discuss vendor rating system. 10
- (b) Discuss Malcom Baldrige National Quality Award in detail. <http://www.HaryanaPapers.com> 10