

22/05/2019

Roll No.

Total Pages : 02

BT-8/M-19

38054

TOTAL QUALITY MANAGEMENT

ME-426E

(Option I)

Time : Three Hours]

[Maximum Marks : 100

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

Unit I

1. (a) Define the term "Quality" and state the various factors which affect the product quality. 10
- (b) Summarize the contribution of Deming and Crosby to quality management. 10
2. State the chief requirements for the successful implementation of TQM programme in an industrial organization. State the role of employee involvement for establishing quality in an organization. 20

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Unit II

3. Define QFD and explain its usefulness. Demonstrate the utility of QFD with an example. 20
4. What is Kaizen ? Explain the approach to implement Kaizen. 20

Unit III

5. State the outstanding features of ISO : 9000 series standards. 20
6. Describe the various steps necessary for obtaining ISO : 9000 standard registration. 20

Unit IV

7. What is the purpose of establishing ISO : 14000 standards in industries ? Explain the core elements of EMS. 20
8. What are the requirements of environmental audits ? Also explain the guiding principles of environmental audits. 20

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