

Seat No. **MAR_APR 2025 SUMMER EXAMINATION****11731 Bachelor of Technology (NEP-2.0)****Sub. Name: Total Quality Management****Sub. Code: 67833/83724/83961****Day and Date: MAY ,09-05-2025****Total Marks: 70****Time: 10:30 AM To 01:00 PM**

- Instructions:**
1. All questions are compulsory
 2. Assume suitable data wherever necessary and mention it boldly
 3. Draw neat labelled diagrams wherever necessary
 4. Figures to the right indicate full marks

Q1) Solve any two of the following. (6*2= 12 Marks)

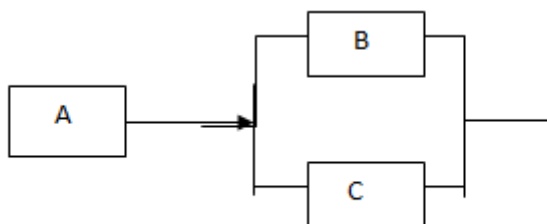
- a. a) Why Internal Customer consideration is important for any organization? [6]
What do they expect?
- b. Cost of quality affects both productivity and profit of an organization. Elaborate [6]
- c. What is Quality Assurance? Explain Input-Process-Output cycle for Quality Assurance [6]

Q2) Solve any two of the following. (6*2= 12 Marks)

- a. Describe seven QC tools used in problem solving process. [6]
- b. What are inputs and outputs of product design and development as per APQP? [6]
- c. What is process capability? On which factors does it depend? [6]

Q3) Solve any two of the following. (6*2= 12 Marks)

- a. What do you understand by System Design, Tolerance Design and Parameter Design, explain it in details [6]
- b. Given the following diagram determine the total system reliability if the individual component reliabilities are A= 0.94, B=0.82, C =0.87? [6]



- c. What is reliability? Explain the parallel, series, and combined system reliability. [6]

Q4) Solve any two of the following. (6*2= 12 Marks)

- a. How TQM differs from traditional management approach? [6]
- b. An organization wishes to implement TQM. How they should go about it. [6]
- c. How Juran links Quality planning with Quality Control and Quality Improvement? [6]

Q5) Solve any two of the following. (6*2= 12 Marks)

- a. 5S is not merely cleanness, but is cultural change. Explain? [6]
- b. What role HR plays in institutionalizing TQM in the Organization? [6]
- c. How Poka- Yoke technique leads to mistake pooling? [6]

Q6) . Solve any two of the following. (5*2= 10 Marks)

- a. ISO: 9001:2008 is based on Process Approach. Draw and explain the salient features? [5]
- b. Elaborate SERVQUAL model in details? [5]
- c. Discuss the impact of Quality Award on TQM .How quality award helps an organization ? [5]

End Of Question Paper

Important Note for Chief Exam Officer / SRPD Coordinator / Sr Supervisor/ Student -

This Question Paper may be distributed for following Subjects as common code.

सदरची प्रश्नपत्रिका खालील विषयांकरिता वितरित करता येईल.

- 1] (101) Bachelor of Engineering (83961) Total Quality Management Part 4 SEM 7
- 2] (1154) B.Tech. CBCS (83724) Total Quality Management Part 4 SEM 7
- 3] (101) Bachelor of Engineering (67833) Total Quality Management Part 4 SEM 7