

Seat No. **OCT-NOV 2025 WINTER EXAMINATION****1154 B.Tech. CBCS****Sub. Name: Total Quality Management****Sub. Code: 67833/83724/83961****Day and Date: Wednesday, 10-12-2025****Total Marks: 70****Time: 02:30 PM To 05:00 PM**

- Instructions:**
1. All questions are compulsory
 2. Assume suitable data wherever necessary and mention it boldly
 3. Use Sketches/Diagrams wherever necessary
 4. Use of Scientific calculator is allowed

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

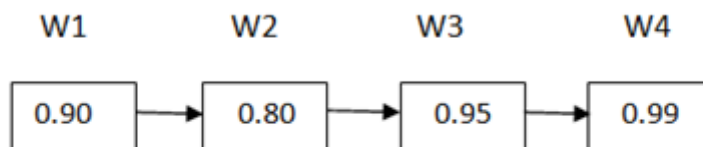
- a) What is Q.A ? Explain Input-Process-Output in Q.A. (6 Marks)
- b) Explain in detail various costs associated in quality. (6 Marks)
- c) How the concept of significance of feedback and field complaints analysis is help to improve quality assurance in any product. (6 Marks)

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

- a) Explain in detail various dimensions of quality with example. (6 Marks)
- b) Explain various Vendor-rating methods with case study. (6 Marks)
- c) What are seven statistical tools in quality? Explain in details of each tool. (6 Marks)

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

- a) What is Taguchi's loss function? How it is imported in quality point of view (6 Marks)
- b) A bank processes loan applications through four workstations in series calculate reliability of loan possessing system?(6 Marks)



c) Define reliability and what are various reliability tests? (6 Marks)

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

- a) Explain TQM Vs Traditional management approach?(6 Marks)
- b) Explain in Juran's trilogy with example. (6 Marks)
- c) Define TQM, and list out its various principles.(6 Marks)

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

- a) Draw and explain in details Kano's model of satisfaction. (6 Marks)
- b) Explain Role of HR in TQM with its importance in quality. (6 Marks)
- c) What is KAIZEN? What is its role to improve total quality management? (6 Marks)

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

[10]

- a) List out various Quality Award on TQM. Explain any two awards in details. (5 Marks)
- b) Explain SERVQUAL model in details? (5 Marks)
- c) What is ISO9001:2008 Series Standards–Clauses in details.(5 Marks)

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