

2005-PUNJAB UNIVERSITY
B.TECH VI SEMESTER DEGREE EXAMINATION
TOTAL QUALITY MANAGEMENT
(MECHANICAL ENGINEERING)

TIME-3HOUR
MARKS-100

PART A [10*2=20 MARKS]

- a) Discuss the concept of TQM.
- b) What are the objectives of TQM?
- c) Discuss salient features of TQM,
- d) Distinguish between TQM and ISO 9000.
- e) What are dimensions of quality?
- f) What is JIT?
- g) What do you understand by Kanban?
- h) What is quality circle?
- i) What are quality system?
- j) What is Documentation?

PART B [10*8=80 MARKS]

2. How would you convince your ECO for implementing ISO 9000 in our company?
3. Define benchmarking. What are different types of benchmarking?
4. Discuss the benefits of TQM.
5. How does JIT help the manufacturing system to improve productivity? Explain.
6. What is empowerment? What effort can be made to empower individual employee and their groups in an organization?
7. Compare and contrast JIT and MRP. Which is more suited to Indian companies?
8. Discuss the factors affecting process management.
9. Write notes on the following:
 - (a) Quality Assurance System
 - (b) Taguchi methods.