

**2008-PUNJAB TECHNICAL UNIVERSITY**

**B. TECH**

**TOTAL QUALITY QUESTION PAPER**

**TIME-3HOUR  
MARKS-100**

**ANSWER ALL QUESTIONS**

**PART A [10\*2=20]**

1. Define quality as per Ed. Deming.
2. What do you understand by quality statement?
3. Explain : Empowerment.
4. Explain : Supplier Selection.
5. List out various measurements of dispersion in SPC.
6. Explain the rules to be followed in sample selection.
7. List down the pillars of TPM.
8. Explain : Taguchi Quality Loss Function.
9. Explain about NCR.
10. Explain the need for quality systems in an organization.

**PART B [16\*5=80]**

11. (a) (i) list out barriers of TPM implementation  
(ii) Discuss about the analysis techniques for the quality cost.  
(OR)  
(b) (i) Explain the principles of TQM.  
(ii) explain about the strategic planning.
12. (a) Explain the following:  
(i) 5S  
(ii) Kaizen  
(iii) Supplier rating and relationship development.  
(OR)  
(b) Discuss about Maslow's need hierarchy theory and Herzberg's two factor theory for motivation.
13. (a) Explain in detail:  
(i) Process capability

(ii) Six sigma

(OR)

(b) Discuss the need, construction and applications of control charts for variables.

14. (a) Discuss the objectives, process, outcome and benefits of FMEA.

(OR)

(b) Explain about the following:

(i) QFD process

(ii) Benchmarking process.

15. (a) (i) Explain about quality system auditing.

(ii) Discuss the implementation of ISO 9000:2000 quality systems.

(OR)

(b) (i) Explain about the documentation process in ISO 9000:2000 system.

(ii) Discuss ISO 14000 requirements and its benefits.

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