Scheme – I

Sample Question Paper

Program Name : **Diploma in Production Engineering / Production Technology**
Program Code : **PG/ PT**
Semester : **Fifth**
Course Title : **Total Quality Management**
Marks : **70** **Time: 3 Hrs.**

22567

Instructions:
(1) All questions are compulsory.
(2) Illustrate your answers with neat sketches wherever necessary.
(3) Figures to the right indicate full marks.
(4) Assume suitable data if necessary.
(5) Preferably, write the answers in sequential order.

Q.1) Attempt any FIVE of the following. **10 Marks**

a) Define 'Total Quality Management'.
b) Quote Juran's TQM philosophy.
c) List any four habits of Dr. Stephen Covey's seven habits of effective people.
d) Name various types of teams.
e) List any four tools of quality.
f) State the benefits of ISO certification.
g) List barriers to TQM implementation.

Q.2) Attempt any THREE of the following. **12 Marks**

a) Define leadership. What are the characteristics of a good quality leader?
b) Describe Maslow's need hierarchy.
c) Draw and label pie chart.
d) Summarize Crosby's TQM philosophy

Q.3) Attempt any THREE of the following. **12 Marks**

a) Identify role of senior management in TQM.
b) Discuss strategies for achieving a motivated workforce .
c) Describe the 5S principle.
d) Summarize the process of benchmarking.

Q.4) Attempt any THREE of the following. **12 Marks**

a) Discuss the importance of Just-in-Time for TQM.

b) Review criterion for a good performance measure.

c) Identify barriers to TQM implementation.

d) Correlate characteristics of a leader with his role expected while implementing TQM.

e) List clauses of ISO 9000 and their significance.

Q.5) Attempt any TWO of the following. **12 Marks**

a) Compare Juran's and Deming's TQM philosophy with reference to concept and scope.

b) Demonstrate Deming's "14 points" philosophy with suitable example.

c) List strategies for achieving a motivated work force.

Q.6) Attempt any TWO of the following. **12 Marks**

a) Illustrate details of cause and effect diagram.

b) List the data required to calculate performance efficiency. Discuss its significance.

c) Suggest changes an existing production system on application of KANBAN System.

Scheme – I

Sample Test Paper - I

Program Name : **Diploma in Production Engineering / Production Technology**
Program Code : **PG/ PT**
Semester : **Fifth**
Course Title : **Total Quality Management**
Marks : **20**

22567

Time: 1 Hour.

Instructions:
(1) All questions are compulsory.
(2) Illustrate your answers with neat sketches wherever necessary.
(3) Figures to the right indicate full marks.
(4) Assume suitable data if necessary.
(5) Preferably, write the answers in sequential order.

Q.1 Attempt any FOUR. **08 Marks**

a. Define Total Quality Management.
b. List the benefits of 'Kaizen'.
c. Define leadership.
d. Name performance measures in TQM.
e. What are external and internal customers?
f. Describe self actualisation in Maslow's needs.

Q.2 Attempt any TWO **12 Marks**

a. List nine dimensions of quality.
b. Explain criteria for a good performance measure.
c. Discuss the importance of customer feedback.

Scheme – I

Sample Test Paper - II

Program Name : **Diploma in Production Engineering / Production Technology**
Program Code : **PG/ PT**
Semester : **Fifth**
Course Title : **Total Quality Management**
Marks : **20**

22567

Time: 1 Hour.

Instructions:
(1) All questions are compulsory.
(2) Illustrate your answers with neat sketches wherever necessary.
(3) Figures to the right indicate full marks.
(4) Assume suitable data if necessary.
(5) Preferably, write the answers in sequential order.

Q.1 Attempt any FOUR. **08 Marks**

a. Define 'six sigma'.
b. List any four tools of quality.
c. Describe total productive maintenance.
d. Define quality function deployment.
e. Describe Taguchi method for TQM.
f. State the need for multi-skilled labour.

Q.2 Attempt any TWO. **12 Marks**

a. A histogram plotted for a process has equal frequencies for all the groups. Comment on the process. Suggest control measures.
b. Describe with neat sketch the steps in building the house of quality.
c. List the barriers to TQM implementation.