

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Voc. (Automobile Servicing) (Sem.-2)

TOTAL QUALITY MANAGEMENT

Subject Code : 5.GV.06

M.Code : 77028

Date of Examination : 06-07-22

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
2. **SECTION-B** contains **FIVE** questions carrying **2¹/₂** (Two and Half) marks each and students has to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **FIVE** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Answer briefly :

- a) What is meant by four absolutes of quality?
- b) What do you understand by the term 'Cost of Quality'?
- c) When to use the process decision programme chart?
- d) Define Kanaban. Where is Kanban used?
- e) Define quality cost.
- f) How cause and effect diagram is used in TQM?
- g) Define quality statement.
- h) Differentiate between push and pull manufacturing system.
- i) What is a scatter diagram? Explain.
- j) Enumerate the difficulties faced by manufacturing organization in implementing TPM.

SECTION-B

2. Discuss the W. Edwards Deming's 14 postulates for Total Quality management.
3. Explain the elements of TQM with examples.
4. Describe Process Decision Programme Chart (PDPC) and its applications for total quality management implementation by giving appropriate example.
5. Explain the procedure for JIT implementation in manufacturing organizations.
6. Explain the types of maintenance strategies deployed by manufacturing organizations.

SECTION-C

7.
 - a) Write short note on 'Control Charts for Attributes'.
 - b) Define overall equipment effectiveness. How OEE can be calculated in a manufacturing organization?
8.
 - a) Explain various types of benchmarking techniques deployed in organizations, giving their applications, advantages and limitations.
 - b) Write short note on Matrix diagram and matrix data analysis.
9. Explain the 7 QC tools giving their applications.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.