

2112E031

DIPLOMA OF VOCATION
Mechanical Manufacturing
Subject: MOOC/ Online Course-I (Total Quality
Management-I)
Subject Code: MC-301
Semester: First
December 2021
Theory (External): 70 Marks
Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 mark.
3. Section B comprises 8 essay-type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number									

SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x2=20 Marks)

- A. Define Total Quality?
- B. What are the Dimensions of Quality?
- C. State Deming Philosophy?
- D. Give the Principles of TQM?
- E. Discuss the Obstacles associated with TQM Implementation?
- F. State the Quality Improvement Strategy?
- G. What does a typical meeting agenda contain after establishing the TQM?
- H. Define DMADV.
- I. Discuss Tree Diagram.
- J. Define Standard deviation

SECTION –B (ESSAY TYPE QUESTIONS)
(5x10=50 Marks)

1. Write any five definitions about quality and discuss quality characteristics
2. Discuss in details
 - a) Quality Control
 - b) Quality circles

3. How total quality management is related to Toyota production system? Discuss.
4. Explain in details cause and effect diagram with neat sketch. Why it is required.
5. Define process capability. What is the effect of variable sample size on it.
6. Where did the concept of quality control come from? Trace its history in India
7. What is the role of top management in organizing transition to TQM?
8. List out all the seven Old Statistical Tools for enabling Quality in Firms and explain any three of them with relevant charts or diagrams.

==END OF PAPER==