



GOVERNMENT COLLEGE OF ENGINEERING, JALGAON

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Name of Examination : **Summer 2021** - (Preview)

Course Code & Course Name : **ME356UX - Open Elective-II Total Quality Management**

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Maximum Marks : **60**

Duration : **3 Hrs**

[Edit](#) [Print](#) [View Answer Key](#) [Close](#) **Answer Key Submission Type:** Marking scheme with model answers and solutions of numerical

Instructions:

1. All questions are compulsory.
2. Illustrate your answer with suitable figures/sketches wherever necessary.
3. Assume suitable additional data; if required.
4. Use of logarithmic table, drawing instruments and non programmable calculators is allowed.
5. Figures to the right indicate full marks.

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|---|------|
| 1) Attempt any three | [18] |
| a) Explain the six basic concepts of TQM. | [6] |
| b) Who are the different types customers? Explain their role in TQM. | [6] |
| c) Explain the various quality costs in detail. | [6] |
| d) What are the characteristics of a successful team? | [6] |
| 2) Attempt any three | [18] |
| a) Define Leadership. Explain the Leadership concept. | [6] |
| b) Explain Kaizen and the 5S principle. | [6] |
| c) List down the original name and modified name of the seven management tools. | [6] |
| d) Explain briefly the seven management tools. | [6] |
| 3) Attempt any three | [18] |
| a) Explain in detail the steps involved in the benchmarking process. | [6] |
| b) Explain in detail the steps involved in building the house of quality. | [6] |
| c) What do you mean by Six Sigma. | [6] |
| d) What are the benefits of ISO 14000 ? | [6] |
| 4) Explain the registration process for ISO 9001. | [6] |

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