

Roll No.

22110

M. Tech. 3rd Sem. M. E. (Machine Design)

Examination – December, 2014

TOTAL QUALITY MANAGEMENT

Paper : M-849

Time : Three Hours]

[Maximum Marks : 100

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note : Attempt any *five* questions. All questions carry equal marks.

1. What do you understand by leadership ? Give any three definitions. Also give characteristics of a quality leader. 20

2. Explain the unions and employee involvements in a company and also give benefits of employee involvement. 20.

3. Explain definition of bench marking, reason to bench mark and criticisms of bench marking. 20

4. Give the details of different technologies which will be used in future. 20
5. What do you understand by control chart ? Explain their types and importance. 20
6. What do you understand by ISO and why it is necessary ? Explain the different classifications of ISO systems. 20
7. What do you understand by employee surveys ? Also explain performance appraisal and how it is useful for employee and company. 20
8. Explain : $5 \times 4 = 20$
- (i) Empowerment
 - (ii) Core values
 - (iii) Electronic Media
 - (iv) Kaizen
 - (v) 5's
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