

# UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December, 2017

Program Name: B.Tech(Automobile Design Engineering)

Semester – 5th

Course Name : Total Quality Management

Max. Marks : 100

Course Code : ADEG352

Duration : 3 Hrs

No. of page/s: 1

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## Section A (4X5=20) Answer all the Questions

1. Explain the need for the quality systems in an organization?
2. Name a few barriers to Team's progress?
3. What are the suggestions to improve the appraisal system?
4. List down the pillars of TPM? What are the losses reduced by TPM?

## Section B (4X10=40) Answer all the questions

5. Discuss about the analysis techniques for the quality cost.
6. Explain about the strategic planning with a case study?
7. Discuss the implementation of ISO:9000:2000 quality systems?
8. (a)What is the concern of most consumers? Is it price of the product or service? Explain in detail.  
(b) What are the different ways of receiving customer feedback? How are the feedback used?

OR

Explain the two project methodologies of 6 sigma concept.

## Section C (2X20=40) Answer all the questions

9. Explain the 7 quality tools for process improvements with example.
10. Discuss the objectives, process, outcome and benefits of FMEA with example?

OR

Write a short note on the Following.

- i. QFD process(10)
- ii. Bench marking.(5)
- iii. Taguchi's method of quality analysis(5)