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| Name: |  UPES UNIVERSITY WITH A PURPOSE |
| Enrolment No: | |

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2019

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| Course: TQM Program: BBA OPEN ELECTIVE Course code: TMLS 82014 Instructions: ATTEMPT ALL QUESTION USE OF CALCULATOR IS PERMITTED | Semester:III Time: 03 Hours Max. Marks: 100 |
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SECTION A
(10X2=20)

| | | Marks | CO |
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| Q-1 | Define the term QUALITY? | 2 | CO1 |
| Q-2 | What is the difference between appraisal and prevention cost? | 2 | CO1 |
| Q-3 | Write the series and parallel formula of Reliability? | 2 | CO2 |
| Q-4 | What is KAIZEN? | 2 | CO1 |
| Q-5 | Draw fishbone Diagram to solve any problem? | 2 | CO1 |
| Q-6 | What is the difference between Corrective and Preventive Action? | 2 | CO2 |
| Q-7 | Explain process capability? | 2 | CO2 |
| Q-8 | Define and explain 8 Pillar of TPM? | 2 | CO1 |
| Q-9 | Write the formula of PPI? | 2 | CO2 |
| Q-10 | Define PDCA cycle for process improvement? | 2 | CO1 |

SECTION B

ATTEMPT ANY FOUR QUESTION
 (5X4=20)

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| Q 11 | What is the role of Leadership in implementing TQM in an any industry? Explain this with suitable example? (2+2=4) | 5 | CO1 |
| Q-12 | What is JIT? How it is responsible for reducing cost?. | 5 | CO2 |
| Q-13 | Who are internal and external customers? Explain it with the help of example? | 5 | CO2 |
| Q-14 | What is the difference between CORRECTION and CORRECTIVE ACTION? Explain it with suitable example | 5 | CO2 |
| Q-15 | Write Short Notes On 1) Failure Rate 2) SIX Big losses in TPM (2+2=4) | 5 | CO2 |

SECTION-C

ATTEMPT ANY THREE QUESTION
 (10X3=30)

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| Q-16 | What is the contribution of Taguchis to the society? Explain its loss function? Draw the suitable diagram to explain it? (5+3+2=10) | 10 | CO1 |
| Q-17 | Write the clauses and sub clauses of ISO 9001:2015 QMS.What is the advantage of implementing ISO in an any organization? (7+3=10) | 10 | CO1 |
| Q-18 | What is the role of QFD in any organization? At what stage it is implemented? Explain each block of it (5+3+2=10) | 10 | CO1 |
| Q-19 | A leading manufacturing unit describe their manufacturing process with following data:- <ul style="list-style-type: none"> • Loading time = 800 min. • Down time = 50 min. • Theoretical cycle time = 1.5 min. • Processed amount= 290 parts. • Rejects = 6 parts. Using these inputs, calculate the following <ol style="list-style-type: none"> 1. Availability, 2. Performance Efficiency, 3. Rate of Quality, 4. Overall Equipment Efficiency <p style="text-align: right;">2.5X4=10</p> | 10 | CO2 |
| SECTION-D | | | |
| (6X5=30) | | | |
| Based on the attached case study Titled : “ XEROX CORPORATION-LEADERSHIP THROUGH QUALITY” answer the following questions in brief | | | |
| Q-20 | What are the some of the unique characteristics of the quality culture at XEROX? | 6 | CO3 |
| Q-21 | Discuss the major strategic goal of XEROX? | 6 | CO3 |
| Q-22 | Describe the benchmarking effort of XEROX?. | 6 | CO3 |
| Q-23 | Define the role played by the management in adopting the quality policy? | 6 | CO3 |
| Q-24 | What are some effort undertaken by XEROX to ensure satisfaction of its employees? | 6 | CO3 |