

GUJARAT TECHNOLOGICAL UNIVERSITY**BE - SEMESTER-VI • EXAMINATION – SUMMER 2013****Subject Code: 160206****Date: 04-06-2013****Subject Name: Quality management****Time: 10.30 am - 01.00 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What do you mean by vision and mission statement. Explain with suitable example. **07**
(b) Explain various costs related to quality. **07**
- Q.2** (a) Explain different dimensions of a quality. **07**
(b) How will you measure customers satisfaction. **07**
OR
(b) Explain POKAYOKE technique. **07**
- Q.3** (a) Explain Quality function deployment in brief. **07**
(b) Explain 7 tools of quality management. **07**
OR
- Q.3** (a) Explain TPM and Overall Equipment effectiveness(OEE) model. **07**
(b) Explain concept of zero defect. **07**
- Q.4** (a) What is benchmarking? Explain. **07**
(b) Explain JURAN'S TRILOGY. **07**
OR
- Q.4** (a) Explain concept of internal quality audit. **07**
(b) Explain TQM road map of your institute. **07**
- Q.5** (a) Explain failure mode effect analysis(FMEA). **07**
(b) Explain ISO 14000 in brief. **07**
OR
- Q.5** (a) Discuss Deming's principles for Total Quality management. **07**
(b) Explain concept of 6 sigma ? how will you implement in medium size industries.? **07**
