Seat No.: ________ Enrolment No.___________

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER–VI • EXAMINATION – SUMMER • 2014

Subject Code: 160206 Date: 30-05-2014

Subject Name: Total 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)**	Define the term "Quality" and state the various factors which affect the product quality.	**07**
	(b)	Enumerate deming's 14 points for the total quality management. Also mention the 7 deadly diseases propounded by Deming.	**07**
Q.2	**(a)**	Distinguish clearly between:- (i) Vision statement & Mission statement (ii) Efficiency Vs Effectiveness	**07**
	(b)	Enumerate the 4 absolutes of quality management given by Crosby. Also mention his 14 steps to quality improvement.	**07**
		OR	
	(b)	Discuss the statement, "Higher quality of design means higher costs, quite often it also means higher values".	**07**
Q.3	**(a)**	What is 5S in TQM? How does it help in improving the quality of products or services?	**07**
	(b)	Discuss "TQM Implementation Strategy".	**07**
		OR	
Q.3	**(a)**	What are the two types of maintenance? Briefly explain the eight pillars of TPM.	**07**
	(b)	What is reliability? Construct the life cycle of a product showing its three phases.	**07**
Q.4	**(a)**	Explain the various steps in the implementation of ISO 9000 quality system. Discuss in detail.	**07**
	(b)	Write short note on "Failure Mode Effect Analysis".	**07**
		OR	
Q.4	**(a)**	Discuss in detail the concepts and benefits of ISO 14000	**07**
	(b)	Describe the concept of Six Sigma quality. Why is such a high quality level important?	**07**
Q.5	**(a)**	What are the four phases of QFD when applied in the manufacturing sector? Discuss.	**07**
	(b)	Write short note on "Benchmarking".	**07**
		OR	
Q.5	**(a)**	Using a schematic diagram, explain the various steps in the construction of the QFD house of quality.	**07**
	(b)	Write short note on "Quality Management scenario in Indian Industry".	**07**

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