

GUJARAT TECHNOLOGICAL UNIVERSITY
B. E. - SEMESTER – VI • EXAMINATION – WINTER 2012

Subject code: 160206**Date: 08/01/2013****Subject Name: Total Quality Management****Time: 02.30 pm - 05.00 pm****Total Marks: 70****Instructions:**

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

Q.1 (a) Discuss principle of Deming for Total Quality Management. **07**

(b) Explain concept of KAIZEN. **07**

Q.2 (a) Enlist different models of TQM and discuss about any one briefly. **07**

(b) What is Quality Planning ? Discuss about SWOT analysis briefly. **07**

OR

(b) Define Reliability and discuss about Failure Rate Analysis. **07**

Q.3 (a) Discuss central tendency and dispersion. With neat sketch. **07**

(b) Discuss about Internal and External Customer briefly. **07**

OR

Q.3 (a) Describe Quality Function Deployment(QFD) and state its benefits. **07**

(b) Why Change is necessary? Describe how the Change can be managed. **07**

Q.4 (a) What is Quality Circles ? Discuss its basic philosophy. **07**

(b) Describe Statistical Process Control (SPC) and enlist SPC Tools. **07**

OR

Q.4 (a) What is cost of Quality? Explain Failure Cost and Appraisal Cost. **07**

(b) Explain concept of six sigma **07**

Q.5 (a) Describe content and benefits of ISO 14000. **07**

(b) Explain stages of FMEA. **07**

OR

Q.5 (a) Explain BENCHMARKING. **07**

(b) Explain PDCA cycle. **07**
