

GUJARAT TECHNOLOGICAL UNIVERSITY**BE - SEMESTER-VI • EXAMINATION – WINTER 2013****Subject Code: 160206****Date: 09-12-2013****Subject Name: Quality management****Time: 02:30 pm to 05:00 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) Discuss TQM Road Map and role of Top Management in it. **07**
 (b) Write 14 principles of TQM by Deming. **07**

- Q.2** (a) Enlist drivers of Quality and Explain it. **07**
 (b) Define Quality. Explain Evolution of TQM. **07**

OR

- (b) Explain TQM transition Model. **07**

- Q.3** (a) Explain Customer Satisfaction Model with reference to TQM. **07**
 (b) Explain “Wall of Resistance” **07**

OR

- Q.3** (a) Explain Quality Circle Philosophy. **07**
 (b) Enlist ‘5S’ and Explain Implementation of ‘5S’ **07**

- Q.4** (a) Discuss relationship between quality and cost? Classify it, and Explain internal failure cost. **07**
 (b) Explain FMEA. **07**

OR

- Q.4** (a) Explain Poke Yoke and Zero defect model with example. **07**
 (b) Explain quality auditing with its benefits. Enlist quality certifying agencies. **07**

- Q.5** (a) Write Short-note on “OEE Model” **07**
 (b) Explain fishbone diagram with example. **07**

OR

- Q.5** (a) Define : Failure Rate (Z) and Reliability (R) **07**
 Calculate the mean failure rate and the mean time to failure for given below data:

Component Number	1	2	3	4	5
Time to failure (mins)	400	410	530	520	600

- (b) List five important factors that influence togetherness in people. **07**
 Distinguish between a group and team.
