

GUJARAT TECHNOLOGICAL UNIVERSITY
BE - SEMESTER-VII • EXAMINATION – WINTER 2013

Subject Code: 172504**Date: 28-11-2013****Subject Name: Quality Management & Reliability Engineering****Time: 10:30 TO 01:00****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 understand by Total Quality Management? Describe the contribution of Deming in the field of TQM. **07**
 (b) Which are the seven magnificent quality tools? Write significance of each in brief. **07**
- Q.2** (a) Explain Tata Business Excellence Model for quality management. **07**
 (b) Define reliability. Differentiate between two main types of system reliability. **07**
- OR**
- (b) Write a short note on Total Productive Maintenance. **07**
- Q.3** (a) Explain conceptual frame work of quality management. **07**
 (b) Which are different quality costs? Explain them in brief. **07**
- OR**
- Q.3** (a) Discuss in brief the importance of benchmarking in quality management. **07**
 (b) Write a short note on service quality management. **07**
- Q.4** (a) Differentiate between quality control and quality assurance. **07**
 (b) Describe your views regarding the quality management in India. **07**
- OR**
- Q.4** (a) What is the importance of quality audit in measuring the quality? **07**
 (b) What is the importance of kaizen in improving the quality? **07**
- Q.5** (a) Write down the contribution of Ishikawa and Crosby to the field of quality management. **07**
 (b) What is quality function deployment (QFD)? How does it convert the voice of customer in product quality? **07**
- OR**
- Q.5** (a) Explain bath tub curve with respect to maintenance function. **07**
 (b) How does intellectual property right (IPR) help out a production engineer? **07**
