

GUJARAT TECHNOLOGICAL UNIVERSITY**BE - SEMESTER-VII • EXAMINATION – WINTER 2013****Subject Code: 173401****Date: 26-11-2013****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- Quality and write a short note on 9 Dimensions of Quality **07**
(b) What is ISO 14000? What are the steps involved in getting ISO 14000 certification? **07**
- Q.2** (a) Explain 14 point of philosophy from Deming for Total Quality Management **07**
(b) What are the Seven Tools of Quality Control? Explain concept of cause and effect diagram with example. **07**
- OR**
- (b) Write a short note on Prominent Quality Gurus and their contributions towards Total Quality Management Practices. **07**
- Q.3** (a) Write a short note on FMEA. **07**
(b) Explain concept of Six Sigma with a neat diagram. **07**
- OR**
- Q.3** (a) Explain why Total Quality Management efforts fail in an Organization? **07**
(b) Explain Benchmarking process. **07**
- Q.4** (a) Explain the concept of Reliability and also suggest the ways to improve Reliability. **07**
(b) Write a short note on Zero Defect. **07**
- OR**
- Q.4** (a) Write a short note on Total Productive Maintenance (TPM). **07**
(b) What is Bath Tub Curve? Explain using Diagram **07**
- Q.5** (a) Explain Juran's Trilogy. **07**
(b) Explain Quality Function Deployment in brief. **07**
- OR**
- Q.5** (a) Explain Pokayoke technique. **07**
(b) Explain the concept of Quality Circle. **07**
