

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

B E Sem-VI Examination May 2011

Subject code: 160206

Subject Name: Total Quality Management

Date: 24/05/2011

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) What is Quality? Discuss the benefits of Quality Management. **07**
(b) Discuss principle of Deming for Total Quality Management. **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 TQM Road Map and state when it fails. **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 about TPM and Overall Equipment Effectiveness (OEE) model . **07**

- Q.5** (a) Describe content and benefits of ISO 9000. **07**
(b) Describe POKA YOKE technique briefly. **07**

OR

- Q.5** (a) Enlist Japanese 5-S and describe its objectives and advantages. **07**
(b) Explain briefly about Zero Defects Concept. **07**
