

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
BE - SEMESTER-IV (OLD) - EXAMINATION – SUMMER 2017

Subject Code: 142502

Date: 12/06/2017

Subject Name: Fundamentals of Quality Management

Time: 10:30 AM to 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) Why Quality Management is must in modern industrial growth of India? Explain stating the reasons. **07**
- (b) Define Strategic Quality Management. How it can be formed in a company? What will be the outcome of strategic quality management? **07**
- Q.2** (a) How Quality and Productivity are correlated? What will be the effect of improving the quality on productivity? Justify your statement with example. **07**
- (b) What is the effect of increasing and decreasing the cost on quality? How it can be balanced? Explain with suitable example. **07**
- OR**
- (b) Differentiate Quality Control and Quality Management. How both can be merged for effective output? **07**
- Q.3** (a) Justify Deming contribution in modern Quality Management. What improvement can be carried out for making them more effective? **07**
- (b) What is the contribution of Crosby in improving quality? How far he is successful in managing quality? **07**
- OR**
- Q.3** (a) Compare Juran and Ishikava's contributions in quality management. **07**
- (b) Differentiate sampling by attributes and variables with suitable examples. **07**
- Q.4** (a) Classify sampling plans and explain any one with suitable example. **07**
- (b) How OC Curve is made useful in managing quality? Justify your statement with a suitable example. **07**
- OR**
- Q.4** (a) What do you understand by Quality Standard? Differentiate BIS and ISO Quality Standards. **07**
- (b) Explain Service Quality Management. Justify your statement with a suitable example. **07**
- Q.5** (a) What is QFD? Explain its procedure. How it can be made useful in improving Quality? **07**
- (b) Explain concept of Benchmarking taking a suitable case study. **07**
- OR**
- Q.5** (a) Explain Software Quality Management Concept in modern improving Quality scenario. Which are the software useful for it? **07**
- (b) Explain concept of Six Sigma in improving Quality with a case study. **07**
