Seat No.:	Enrolment No.

GUJARAT TECHNOLOGICAL UNIVERSITY

Su Ti	ibjec me: tructi 1 2	. Attempt all questions Make suitable assumptions wherever necessary.	
Q.1	(a) (b)	Classify 9 Dimensions of quality & explain it. Explain in details each of the stages of "Evolution of Total Quality Management".	07 07
Q.2	(a) (b)	Explain "Wall of Resistance" Write Short-note on "OEE Model" OR	07 07
	(b)	List five important factors that influence togetherness in people. Distinguish between a group and team.	07
Q.3	(a) (b)	Enlist different models of TQM and discuss about any one briefly. Describe Statistical Process Control (SPC) and enlist SPC Tools. OR	07 07
Q.3			07
	(b)	Describe the concept of Six Sigma quality. Why is such a high quality level important?	07
Q.4	(a) (b)	Explain POKAYOKE technique. Explain ISO 14000 in brief. OR	07 07
Q.4	(a) (b)	State Pareto principal. Justify "vital few and trivial many" by taking suitable example of Pareto chart. Explain Quality Circle Philosophy.	07 07
Q.5	` ′	Explain - Zero Defect Explain how communication and transactional analysis helps in development of a Team.	07 07 07
Q.5	(a) (b)	Write short note on "Benchmarking". Discuss importance of Team Building for successful implementation of TQM.	07 07
