GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VI • EXAMINATION – SUMMER 2013

Subject Code: 160206 Date: 04-06 Subject Name: Quality management			5-2013	
_	: 10	30 am - 01.00 pm Total Marks: 70	Total Marks: 70	
	2.	Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks.		
Q.1	(a)	What do you mean by vision and mission statement. Explain with suitable example.	07	
	(b)	Explain various costs related to quality.	07	
Q.2	(a) (b)	How will you measure customers satisfaction.	07 07	
	(b)	OR Explain POKAYOKE technique.	07	
Q.3	(a) (b)		07 07	
	()	OR		
Q.3	(a) (b)		07 07	
Q.4	(a) (b)		07 07	
0.4	()	OR	0.7	
Q.4	(a) (b)	* * * * * * * * * * * * * * * * * * *	07 07	
Q.5	(a) (b)	Explain ISO 14000 in brief.	07 07	
		OR		
Q.5	(a) (b)		07 07	
