Seat No.:	Enrolment No.
-----------	---------------

## **GUJARAT TECHNOLOGICAL UNIVERSITY**

**BE - SEMESTER-VI • EXAMINATION - SUMMER • 2014** 

	•	ct Code: 160206 Date: 30-05-2014	
		ct Name: Total Quality management 10:30 am - 01:00 pm Total Marks: 70	
	inie. istruc	•	
		<ol> <li>Attempt all questions.</li> <li>Make suitable assumptions wherever necessary.</li> <li>Figures to the right indicate full marks.</li> </ol>	
Q.1	(a)	Define the term "Quality" and state the various factors which affect the product quality.	07
	<b>(b)</b>	Enumerate deming's 14 points for the total quality management. Also mention the 7 deadly diseases propounded by Deming.	07
Q.2	(a)	Distinguish clearly between:- (i) Vision statement & Mission statement (ii) Efficiency Vs Effectiveness	07
	<b>(b)</b>	Enumerate the 4 absolutes of quality management given by Crosby. Also mention his 14 steps to quality improvement.  OR	07
	<b>(b)</b>	Discuss the statement, "Higher quality of design means higher costs, quite often it also means higher values".	07
Q.3	(a)	What is 5S in TQM? How does it help in improving the quality of products or services?	07
	<b>(b)</b>	Discuss "TQM Implementation Strategy".  OR	07
Q.3	(a) (b)	What are the two types of maintenance? Briefly explain the eight pillars of TPM. What is reliability? Construct the life cycle of a product showing its three phases.	07 07
Q.4	(a)	Explain the various steps in the implementation of ISO 9000 quality system. Discuss in detail.	07
	<b>(b)</b>	Write short note on "Failure Mode Effect Analysis".  OR	07
Q.4	(a)	Discuss in detail the concepts and benefits of ISO 14000	07
	<b>(b)</b>	Describe the concept of Six Sigma quality. Why is such a high quality level important?	07
Q.5	(a)	What are the four phases of QFD when applied in the manufacturing sector? Discuss.	07
	<b>(b)</b>	Write short note on "Benchmarking".  OR	07
Q.5	(a)	Using a schematic diagram, explain the various steps in the construction of the QFD house of quality.	07
	<b>(b)</b>	Write short note on "Quality Management scenario in Indian Industry".	07

\*\*\*\*\*\*