Enrolment No.	
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GUJARAT TECHNOLOGICAL UNIVERSITY BE - SEMESTER-IV • EXAMINATION – SUMMER 2015

Sul	oject (Code: 142502 Date: 08/06/2015	5
Tin	ne: 10 cructio	Attempt all questions. Make suitable assumptions wherever necessary.)
Q.1	(a) (b)	Discuss key theme for Service quality management applications in enterprise. Discuss Deming's fourteen points for Quality management.	07 07
Q.2	(a) (b)	Discuss Juran's quality trilogy. Discuss the concept of Statistical Process Control and compare the same with Statistical Quality Control.	07 07
	(b)	OR List out OC curves. What is an ideal OC curve? Explain Producer's Risks and Consumer's Risks.	07
Q.3	(a) (b)	Define Quality Function Deployment (QFD) and explain its benefits. With reference to acceptance sampling explain double sampling plan. State its advantages and limitations.	07 07
Q.3	(a) (b)	OR Discuss quality management scenario. in Indian industries. What do you understand by quality standards? Using suitable illustration, explain various types of quality standards.	07 07
Q.4	(a) (b)	Write short note on (1) Binominal probability Distribution (2) Sequential Sampling Plan How is Statistical Process Control (SPC) different from acceptance sampling? What are the Type I and Type II errors? OR	07 07
Q.4	(a) (b)	Discuss various patterns of variation in X and R chart. Also state the possible causes responsible for such pattern. What is ISO 9000 & 14000? Write their major benefits.	07 07
Q.5	(a)	Explain the following terms as applied to Quality Control:- (i) Appraisal Costs (ii) Prevention Costs (iii) Failure Costs (iv) Optimum Costs.	07
	(b)	Write short note on "Quality Audit". OR	07
Q.5	(a)	Define following terms with example:- (i) Sample and population (ii) Defect and defectives (iii) Acceptance and rejection numbers (iv) Lot and sample size selection.	07
	(b)	Write short note on "Benchmarking".	07
