Seat No.:	Enrolment No.

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VI • EXAMINATION - SUMMER- 2015

Subject Code:160206 Subject Name: Total Quality Management Time:10.30AM-01.00PM Instructions:			Date:18/05/2015 Total Marks: 70	
		0.30AM-01.00PM Total Marks:		
		Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks.		
Q.1	(a) (b)	What are the drivers of Quality and Explain it. Describe each of the stages of "Evolution of Total Quality Management".	07 07	
Q.2	(a) (b)	Discuss the comparison between TQM and traditional approach. Enlist the Deming's 14 points for total quality management. Also mention the 7 deadly propounded by Deming.	07 07	
	(b)	OR Define the different definitions of quality given by different quality gurus and also explain internal and external customer concept for TQM.	07	
Q.3	(a) (b)	Explain the techniques for measuring customer value. Discuss the leadership role for Total Quality Management OR	07 07	
Q.3	(a)(b)	List important human related factors to be considered in preparing for TQM and the stages of TQM Implementation. Explain JURAN'S TRILOGY.	07 07	
Q.4	(a)(b)	Explain the concept of six sigma quality and discuss the importance of such quality level. Explain the importance of Failure Mode Effect Analysis and steps involved in FMEA.	07 07	
Q.4	(a)	OR Explain about Zero Defects concept. Draw Jahikawa diagram for poor fuel acanomy (affect) acayas as a man	07	
	(b)	Draw Ishikawa diagram for poor fuel economy (effect) - cause as a man, Machine, method, materials & environment.	07	
Q.5	(a) (b)	Explain Quality Auditing with its advantages. Explain TQM Road Map of your institute. OR	07 07	
Q.5	(a) (b)	What is cost of Quality? Explain Failure Cost and Appraisal Cost. What are the types of maintenance? Explain in brief the eight pillars of TPM.	07 07	
