GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VII • EXAMINATION - SUMMER • 2015

Subject Name: Total Quality Management Time: 02.30pm-05.00pm Total Ma		Code:173401 Date:01/05/201	Date:01/05/2015	
		rks: 70		
Ins		Attempt all questions. Make suitable assumptions wherever necessary.		
Q.1	(a) (b)	Explain Deming's principles of Total Quality Management Write a short note on various cost associated with Quality	07 07	
Q.2	(a) (b)	Write a short note on Kaizen Enlist and explain 5 'S' Japanese Technique	07 07	
		OR		
	(b)	Explain Taguchi's loss function	07	
Q.3	(a) (b)	Write a short note on Crosby's total quality management philosophy. Explain in detail about Nominal Group Technique	07 07	
Q.3	(a)	OR What is FMEA and explain stages of FMEA?	07	
	(b)	Explain Malcolm Baldrige National quality award criteria.	07	
Q.4	(a)	What are the different components of Reliability explain in detail.	07	
	(b)	Write a short note on the Control Charts used for total quality management	07	
		OR		
Q.4	(a)	Explain the terms MTBF, MTTF and FMEA.	07	
	(b)	Explain how Teambuilding and Change Management culture is important for Total Quality Management	07	
Q.5	(a)	Write a Short note on ISO-9001-2000.	07	
	(b)	Explain barriers to Total Quality Management.	07	
		OR		
Q.5	(a)	What is Quality Policy? What are the main objectives of drafting quality policies?	07	
	(b)	Write a short note on Total Productive Maintenance (TPM)	07	
