GUJARAT TECHNOLOGICAL UNIVERSITY BE- VIth SEMESTER-EXAMINATION – MAY- 2012

Subject code: 160206						Date: 22/05/2012		
Subject Name: Total Quality Management							- 1 N/I1	70
Time: 10:30 am – 01:00 pm								70
		tiOHS: tempt all ques	stions.					
2	. Ma	ake suitable as	ssumptions wh	erever necessai	ry.			
			ght indicate ful	ll marks.				02
Q.1	(a)	1. Define – 0	-	Classify it an	d Evnlain Evter	nal failure c	rost	02 05
	(b)							07
Q.2	2 (a) 1. State benefits of implementing "Total Quality Management" in an organization or services.2. Discuss stages of evaluation of Total Quality Management.						ny	02
								05
	(b)	OR						07
	(b)							07
Q.3	3 (a) Evplain Change Management							07
Ų.S	(a) Explain – Change Management(b) 1. What is SWOT analysis? State benefits of SWOT analysis							04
	(0)	organization						
		2. Define following terms:						
1. Efficiency								
	2. Effectiveness3. Internal & External Customer							
		3. Internal	& External C		•			
Q.3	(a)	OR (a) Explain customer satisfaction & retention model						07
Q.J	(b)	Explain customer satisfaction & retention model. What is Quality Function Deployment? Explain it. 0						
	()			r				
Q.4	(a)							07
(b) Enlist Seven QC tools. State Principle of Pareto Chart. Draw Pa						Draw Paret	to chart for	07
	following data from a glass manufacturing company							
				Poor		Problem		
		Potential	Faulty	Production	Factory	in		
		Causes	Packaging	Processes	Mishandling	Transit		
		Defects	80	7	12	22		
		(nos.)		,				
Q.4	(a)	OR Explain focus of Team and difference between a Group & Team with 07 reference to implementing Total Quality Management.						
Ų. T	(a)							
	(b)	A. Explain the procedures involved in ISO 9000 certification. Write in two 07						
		sentences th	at What ISO 1	4000 series qu	ality standards	represents?		
Q.5 (a) Explain importance of FMEA & steps involved in FMEA(b) What are the steps to be followed in 5'S' implementation?								07
	(b)	wnat are the	e steps to be fo		-	n!		07
Q.5	(a)	OR (a) 1. Define: MTTF, MTBF, & OEE.						
2. Highlight the need for RCM & TPM in organ						8.		03 04
	(b)	Explain - Zero Defect 0						

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