## **GUJARAT TECHNOLOGICAL UNIVERSITY**

BE – SEMESTER – VI (OLD).EXAMINATION – WINTER 2016

	U	ct Code: 160206 Date: 25/10/2016	
T	Cime:		
	2	<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) (b)	What is Quality? Discuss the benefits of Quality Management Classify 9 Dimensions of quality & explain it.	07 07
Q.2	(a)	List important human related factors to be considered in preparing for TQM and the stages of in TQM Implementation.	07
	<b>(b)</b>	Explain concept of KAIZEN.  OR	07
	<b>(b)</b>	Define Reliability and discuss about Failure Rate Analysis.	07
Q.3	(a) (b)	Explain customer satisfaction & retention model. Explain stages of FMEA.	07 07
		OR	٥.
Q.3	(a) (b)	Discuss central tendency and dispersion. With neat sketch. Explain 7 tools of quality management.	07 07
Q.4	(a) (b)	Explain JURAN'S TRILOGY.  Describe Vision and Mission statements of an organization; explain details of Objectives and action plans to achieve the targeted Goal. Prepare Vision and Mission statements for a company which is venturing into manufacturing of low cost three wheelers for urban transport.  OR	07 07
Q.4	(a) (b)	Describe content and benefits of ISO 14000. Explain POKAYOKE technique.	07 07
Q.5	(a)	Explain the concept of '5S' for implementation in Automobile dealership workshop.	07
	<b>(b)</b>	Explain how communication and transactional analysis helps in development of a Team.	07
		OR	
Q.5	(a)	Explain how communication and transactional analysis helps in development of a Team.	07
	<b>(b)</b>	Enlist Japanese 5–S and describe its objectives and advantages	07

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