GUJARAT TECHNOLOGICAL UNIVERSITY B. E. - SEMESTER – VI • EXAMINATION – WINTER 2012

Subject code: 160206Date: 08/01/2Subject Name: Total Quality ManagementTotal MarkTime: 02.30 pm - 05.00 pmTotal MarkInstructions:Total Mark				
Q.1	(a)	Discuss principle of Deming for Total Quality Management.	07	
	(b)	Explain concept of KAIZEN.	07	
Q.2	(a)	Enlist different models of TQM and discuss about any one briefly.	07	
	(b)	What is Quality Planning ? Discuss about SWOT analysis briefly.	07	
		OR		
	(b)	Define Reliability and discuss about Failure Rate Analysis.	07	
Q.3	(a)	Discuss central tendency and dispersion. With neat sketch.	07	
	(b)	Discuss about Internal and External Customer briefly.	07	
		OR		
Q.3	(a)	Describe Quality Function Deployment(QFD) and state its benefits.	07	
	(b)	Why Change is necessary? Describe how the Change can be managed.	07	
Q.4	(a)	What is Quality Circles ? Discuss its basic philosophy.	07	
	(b)	Describe Statistical Process Control (SPC) and enlist SPC Tools.	07	
		OR		
Q.4	(a)	What is cost of Quality? Explain Failure Cost and Appraisal Cost.	07	
	(b)	Explain concept of six sigma	07	
Q.5	(a)	Describe content and benefits of ISO 14000.	07	
	(b)	Explain stages of FMEA.	07	
		OR		
Q.5	(a)	Explain BENCHMARKING.	07	
	(b)	Explain PDCA cycle.	07	
