GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VII • EXAMINATION - WINTER 2013

Subject Code: 172504 Subject Name: Quality Management & Reliability Engineering Time: 10:30 TO 01:00 Instructions: 1. Attempt all questions.			2013	
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		Make suitable assumptions wherever necessary. Figures to the right indicate full marks.		
Q.1	(a)	What do you understand by Total Quality Management? Describe the contribution of Deming in the field of TQM.	07	
	(b)	Which are the seven magnificent quality tools? Write significance of each in brief.	07	
Q.2	(a) (b)	Explain Tata Business Excellence Model for quality management. Define reliability. Differentiate between two main types of system reliability. OR	07 07	
	(b)	Write a short note on Total Productive Maintenance.	07	
Q.3	(a) (b)	Explain conceptual frame work of quality management. Which are different quality costs? Explain them in brief. OR	07 07	
Q.3	(a) (b)	Discuss in brief the importance of benchmarking in quality management. Write a short note on service quality management.	07 07	
Q.4	(a) (b)	Differentiate between quality control and quality assurance. Describe your views regarding the quality management in India. OR	07 07	
Q.4	(a) (b)	What is the importance of quality audit in measuring the quality? What is the importance of kaizen in improving the quality?	07 07	
Q.5	(a)	Write down the contribution of Ishikawa and Crosby to the field of quality management.	07	
	(b)	What is quality function deployment (QFD)? How does it convert the voice of customer in product quality?	07	
Q.5	(a) (b)	OR Explain bath tub curve with respect to maintenance function. How does intellectual property right (IPR) help out a production engineer?	07 07	
