Seat No.:	Enrolment No.
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GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-IV • EXAMINATION - WINTER • 2014

Su	bject	Code: 142502 Date: 02-01-2015	
	-	Name: Fundamentals of Quality Management 2.30 pm - 05.00 pm Total Marks: 70	
Ins	2.	Attempt all questions.	
Q.1	(a) (b)	Define: (1) Quality, (2) Quality Assurance, (3) Quality Control, (4) Statistical quality control. And enlist various dimension of quality. Discuss Deming's 14 th points for quality management.	07 07
Q.2	(a) (b)	Explain six sigma in detail. Give detail explain of TQM and PDCA cycle.	07 07
	(b)	OR Define and explain following terms: (1) Optimum Costs (2) Prevention Costs (3) Failure Costs (4) Appraisal Costs.	07
Q.3	(a) (b)	Explain single sampling plan and double sampling plan. Discuss Melcolm baldrige national award and Deming award. OR	07 07
Q.3	(a) (b)	Explain ISO 9000 and ISO 14000. Discus OC curve with neat sketch. Also Explain producer's risks and consumer risks.	07 07
Q.4	(a) (b)	Explain X-bar and R- chart in detail. Explain seven quality tools. OR	07 07
Q.4	(a) (b)	Explain concept of QFD with suitable example. Give differences: 1) Chance causes and Assignable causes, 2) P-Chart and C-chart, 3) Variables and Attributes.	07 07
Q.5	(a) (b)	Write short note on quality management scenario in Indian industries. Define service. Explain the classification of services. OR	07 07
Q.5	(a) (b)	Write short note on capability maturity model (CMM). What is the Importance of Software? Also give applications of Software in Quality Control and Management.	07 07
