Seat No.: Enrolment No.

GUJARAT TECHNOLOGICAL UNIVERSITY ME SEMESTER II EXAMINATION – SUMMER 2017

Subject Code: 2724705									Date:30/05/2017					
Subject Name: Total Quality Management Time: 02:30 PM to 05:00 PM Instructions:								Total Marks: 70						
	1. 2. 3.	Attempt all Make suitab Figures to the	le assu	mption			cessary	·•						
Q.1	(a) (b)	Explain the importance of quality in organization and industries. Explain the following: 1. Quality of design 2. Quality of performance 3. Quality of conformance												
Q.2	(a)	Ten samples are taken of product manufactured in pharmaceutical industry. Defects in each sample are given in the table as below. Draw an appropriate chart and give your comments on the stability of the process.												
		Sample	1	2	3	4	5	6	7	8	9	10		
		Sample size	200	200	200	200	200	200	200	200	200	200		
		Defective products	12	4	8	3	7	6	0	8	5	9		
	(b)	Discuss the elements and documentation aspects of ISO 9000 Quality System. OR												
	(b)	Explain the need for ISO 9000. Discuss quality auditing in detail. 07												
Q.3	(a) (b)	Briefly explain the quality management approaches. Explain leadership and customer satisfaction as TQM principles. OR												
Q.3	(a) (b)	Explain quality chain as key element of TQM with an industrial example. TQM provides continuous process improvement. How? Explain this statement. 07												
Q.4	(a)	Explain TQM Framework in detail.												
	(b)	Explain the	Pareto	diagra	m in de		OR						07	
Q.4	(a)	Discuss the contributions of Deming, Juran, Crosby and Ishikawa in Total Quality Management.												
	(b)	Discuss the barriers to TQM. 07												
Q.5	(a)	Write a short on quality circles.												
	(b)	Discuss the cause and effect diagram in detail. OR											07	
Q.5	(a)	Discuss the					neat s	ketch.					07	
	(b)	Explain abo	ut the	cost of	quality	7.							07	
