

GUJARAT TECHNOLOGICAL UNIVERSITY
BE – SEMESTER – VI (OLD).EXAMINATION – WINTER 2016

Subject Code: 160206**Date: 25/10/2016****Subject Name: Total Quality Management****Time: 10:30 AM to 01:00 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What is Quality? Discuss the benefits of Quality Management **07**
 (b) Classify 9 Dimensions of quality & explain it. **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) Explain concept of KAIZEN. **07**
- OR**
- (b) Define Reliability and discuss about Failure Rate Analysis. **07**
- Q.3** (a) Explain customer satisfaction & retention model. **07**
 (b) Explain stages of FMEA. **07**
- OR**
- Q.3** (a) Discuss central tendency and dispersion. With neat sketch. **07**
 (b) Explain 7 tools of quality management. **07**
- Q.4** (a) Explain JURAN'S TRILOGY. **07**
 (b) 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. **07**
- OR**
- Q.4** (a) Describe content and benefits of ISO 14000. **07**
 (b) Explain POKAYOKE technique. **07**
- Q.5** (a) Explain the concept of '5S' for implementation in Automobile dealership workshop. **07**
 (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) Enlist Japanese 5-S and describe its objectives and advantages **07**
