C.U.SHAH UNIVERSITY
Summer Examination-2016

Subject Name: Total Quality Management

Subject Code: 4TE06TQM1   Branch: B.Tech(Auto,Mech)

Semester: 6   Date: 19/05/2016   Time: 2:30 To 5:30   Marks: 70

Instructions:
   (1) Use of Programmable calculator & any other electronic instrument is prohibited.
   (2) Instructions written on main answer book are strictly to be obeyed.
   (3) Draw neat diagrams and figures (if necessary) at right places.
   (4) Assume suitable data if needed.

Q-1   Attempt the following questions: 14
   a) Quality control is the technical processes that _____ the project's progress
       against the performance standards.
       (A) inspect, certify, and verify
       (B) examine, analyze, and report
       (C) inspect, examine, and determine
       (D) identify, measure, and report
   b) Unless evidence indicates otherwise, a process is assured to be
       (A) in control
       (B) out of control
       (C) working at full capacity
       (D) working at less than full capacity
   c) Primary responsibility for quality management in the project rests with the:
       (A) project engineer
       (B) purchasing agent
       (C) quality manager
       (D) project manager
   d) When a product or service completely meets a customer's requirements:
       (A) quality is achieved
       (B) cost of quality is high
       (C) cost of quality is low
       (D) the customer pays the minimum price
   e) Random causes of process problems can be _____ eliminated.
       (A) Sometimes
       (B) Never
       (C) Rarely
       (D) Always
   f) Statistical methods are used to differentiate random variation from
       (A) Standards
       (B) Assignable variation

(C) Control limits

(D) Specification limits

g) Quality assurance is defined as the managerial process that determines _____ that provide the customers with performance standards and feedback on the performance

(A)time, scope, cost, and resources

(B)human resources, dollars, materials, and duration

(C)time, location, duration, and completion

(D)organization, design, objectives

h) Which of the following statements best characterizes the quality management practice called benchmarking?

(A)The ISO term for progress measurement

(B)Comparing planned project practices to those of other projects

(C)A technique used to test certain types of electronic equipment

(D)The difference between grade and quality

i) The concept of zero inventory is called:

(A)Six sigma

(B)Continuous improvement

(C)Just in Time

(D)Zero defects

j) 80% of the problems are found in 20% of the work is a concept of:

(A)Edward Deming

(B)Philip Crosby

(C)Juran

(D)Pareto

k) Which of the following is not considered a cost of nonconformance to quality?

(A)Scrap

(B) Rework

(C) Expediting

(D)Process control

l) The overall intentions and direction of an organization with regard to quality as formally expressed by top management is a:

(A) Quality Plan

(B)Quality Statement

(C)Quality Policy

(D)TQM

m) Quality Assurance personnel must not be involved in changing work products.

(A) True

(B) False

n) The objective of TQM is

(A) to improve process

(B) To improve profitability

(C) All of the above

(D) None of the above

Attempt any four questions from Q-2 to Q-8:

Q-2	a)	Explain Juran Philosophy.	07
	b)	Write an essay on 'Vision to Action plan'	07
Q-3	a)	How will you improve the performance appraisal system? Explain.	07
	b)	What are the characteristics of successful teams? Explain.	07
Q-4	a)	Discuss Quality function deployment.	07
	b)	Strategic planning is said to be more effective than conventional planning, explain with examples.	07
Q-5	a)	What is FMEA? Explain the stages of FMEA.	07
	b)	A random sample of 4 is to be selected from a lot of 10 articles, 3 of which are defective. What is the probability that the sample will contain exactly 1 defective?	07
Q-6	a)	Explain different types of ANOVA techniques.	07
	b)	Define Six Sigma Problem Solving Method.	07
Q-7	a)	How is the regression analysis used for the prediction purpose?	07
	b)	Explain with examples of QS 9000 – ISO 14000 – Concepts, Requirements and Benefits.	07
Q-8	a)	Write concept requirement and benefits of case study of TQM implementation.	07
	b)	Discuss Correlation Coefficient.	07