

C.U.SHAH UNIVERSITY

Winter Examination-2018

Subject Name : Total Quality Management

Subject Code : 4TE06TQM1

Branch: B.Tech (Mechanical, Automobile)

Semester : 6

Date : 01/11/2018

Time : 02:30 To 05:30

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.
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Q-1

Attempt the following questions:

(14)

- a) The process mapping is a _____ diagram.
1 Data flow 2. Work flow 3. Circular 4. Audit
- b) Control chart is a:
1 Process monitoring tool 2. Process control tool 3. Both (a) and (b) 4. None of the above
- c) The objective of ISO-9000 family of Quality management is
1 Customer satisfaction 2. Employee satisfaction 3. Skill enhancement 4. Environmental issues
- d) Total Quality Management (TQM) focuses on:
1 Employee 2. Customer 3. Both (a) and (b) 4. None of the above
- e) Which of the following is responsible for quality objective?
1 Top level management 2. Middle level management 3. Frontline management 4. All of the above.
- f) The following is (are) the machine down time.
1 Waste 2. No material 3. Breakdown 4. All of the above
- g) TQM & ISO both focuses on
1 Customer 2. Employee 3. Supplier 4. All of the above
- h) According to Deming, Quality problems are
1 Due to management 2. Due to method 3. Due to machine 4. Due to material
- i) While setting Quality objective, _____ to be considered.
1 Material quality 2. Customer need 3. Market demand 4. All of the above
- j) P-D-C-A stands for
1 Plan-Do-check-Act 2. Plan-Do-correct-Act 3. Proceed-Do-check-Act 4. Proceed-Do-correct-Act
- k) What is ISO?
1. Indian organization for standard 2. Internal organization for standard
3. International organization for standard 4. None of the above
- l) Service Assurance is
1. Confidence with customer 2. Customer has trust 3. Employee has knowledge
4. All of the above
- m) Following is (are) the phase(s) of intervention
1 Formulation stage 2. Maintenance stage 3. Implementation stage 4. All of the above



- n) When cpk is less than one
1. Process is not capable 2. Process is stable 3. Process is highly capable 4. None of the above.

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

- Q-2 Attempt all questions**
- a) What is quality policy? Describe the various functions which require policy determination. 7
- b) Explain the QFD process. List the benefits of QFD. 7
- Q-3 Attempt all questions**
- a) How are suppliers selected? What are the stages involved in supplier selection? 7
- b) Describe Juran's trilogy. 7
- Q-4 Attempt all questions**
- a) Describe the problem solving techniques Pareto diagram with suitable example. 7
- b) How does ISO 9000 work? 7
- Q-5 Attempt all questions**
- a) What are the steps involved in creating an Environmental Management System? 7
- b) List out how traditional management style differs from TQM. 7
- Q-6 Attempt all questions**
- a) Explain correlation coefficient. 7
- b) How incentives/rewards are classified? Give example of each. 7
- Q-7 Attempt all questions**
- a) What is the significance of ISO 9000, why should it be adapted? 7
- b) State the objectives of \bar{X} and R charts. 7
- Q-8 Attempt all questions**
- a) Write a note on Business Process Improvement (BPI). 7
- b) Differentiate between the chance causes and assignable causes of variables giving suitable examples. 7

