

Enrollment No: _____ Exam Seat No: _____

C.U.SHAH UNIVERSITY

Summer Examination-2019

Subject Name: Total Quality Management

Subject Code: 4TE06TQM1

Branch: B.Tech (Automobile, Mechanical)

Semester : 6

Date : 02/05/2019

Time : 10:30 To 01:30

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) P-D-C-A stands for
A) Plan-Do-check-Act B) Plan-Do-correct-Act C) Proceed-Do-check-Act
D) Proceed-Do-correct-Act
- b) Total Quality Management (TQM) focuses on
A) Employee B) Customer C) Both (a) and (b) D) None of the above
- c) According to Deming, Quality problems are
A) Due to management B) Due to method C) Due to machine D) Due to material
- d) Poor quality in a design project is likely to directly affect _____ costs.
A) manufacturing / building B) advertising C) overhead D) both A and B
- e) The difference between manufacturing and service is
A) Products cannot be inventoried B) Service can't be produced
C) Production is instantaneous D) Service is consumed as backordered
- f) Quality is often influenced by all of the following except:
A) fabrication processes and methods B) supervision C) inspection D) cost of materials
- g) Japan's top national prize for contributions to quality is named after:
A) Joseph M Juran B) W Edwards Deming C) Phillip Crosby
D) None of the above
- h) The objectives of TQM is
A) To improve process B) to improve profitability C) Both (a) and (b) D) None
- i) During an inspection, inspectors normally make suggestions on correcting the defects found.
A) True B) False
- j) The term "benchmarking" means
A) Comparing with past data from your organization B) Comparing with the results of a market survey C) Comparing with the results of a customer survey
D) None of the above
- k) While setting Quality objective, _____ to be considered.



- A) Material quality B) Customer need C) Market demand D) None of the above
- l) The ability of a product to be used for different purposes at different capacities and under different conditions determines its:
 - A) Usability B) Operability C) Flexibility D) Availability
- m) Inspection assures that
 - A) Workers are motivated B) Product meets specification C) Supplier quality is acceptable D) Quality problems are solved
- n) A service cannot be
 - A) Inspected B) Targeted C) Stored D) Appraised

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

Q-2

Attempt all questions

- a) Write the principles of TQM. (7)
- b) Define Quality function deployment and give its objectives. (7)

Q-3

Attempt all questions

- a) Explain the 14 points of Deming's for quality management. (7)
- b) Strategic planning is said to be more effective than conventional planning, explain with examples. (7)

Q-4

Attempt all questions

- a) Discuss Six Sigma with suitable example. (7)
- b) What are the characteristics of successful teams? Explain. (7)

Q-5

Attempt all questions

- a) What is FMEA? Explain the stages of FMEA. (7)
- b) Discuss 5S techniques. (7)

Q-6

Attempt all questions

- a) Explain with examples of QS 9000 – ISO 14000 – Concepts, Requirements and Benefits. (7)
- b) Different tool to use regression analysis. (7)

Q-7

Attempt all questions

- a) Explain Process capability – meaning, significance and measurement. (7)
- b) Discuss Taguchi quality loss function (7)

Q-8

Attempt all questions

- a) Write concept requirement and benefits of case study of TQM implementation (7)
- b) Explain Juran Philosophy (7)

