

Enrollment No: \_\_\_\_\_

Exam Seat No: \_\_\_\_\_

# C.U.SHAH UNIVERSITY

## Winter Examination-2019

**Subject Name: Total Quality Management**

**Subject Code: 4TE06TQM1**

**Branch: B. Tech (Mechanical)**

**Semester: 6**

**Date:23/09/2019**

**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) 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
- b) While setting Quality objective, \_\_\_\_\_ to be considered.  
A) Material quality B) Customer need C) Market demand D) None of the above
- c) 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
- d) Inspection assures that  
A) Workers are motivated B) Product meets specification C) Supplier quality is acceptable D) Quality problems are solved
- e) A service cannot be  
A) Inspected B) Targeted C) Stored D) Appraised
- 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) Total Quality Management (TQM) focuses on  
A) Employee B) Customer C) Both (a) and (b) D) None of the above
- h) 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
- i) During an inspection, inspectors normally make suggestions on correcting the defects found.  
A) True B) False
- j) Poor quality in a design project is likely to directly affect \_\_\_\_\_ costs.  
A) manufacturing / building B) advertising C) overhead D) both A and
- k) According to Deming, Quality problems are



- A) Due to management B) Due to method C) Due to machine D) Due to material
- l) 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
- m) 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
- n) The objectives of TQM is  
 A) To improve process B) to improve profitability C) Both (a) and (b) D) None

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

- Q-2 Attempt all questions**
- a) Explain Juran Philosophy. (7)
- b) Write the principles of TQM. (7)
- Q-3 Attempt all questions**
- a) Explain in detail 6 Sigma technique with suitable example. (7)
- b) Strategic planning is said to be more effective than conventional planning, explain with examples. (7)
- Q-4 Attempt all questions**
- a) Define FMEA? Write the stages of FMEA. (7)
- b) Write the characteristics of successful team management. (7)
- Q-5 Attempt all questions**
- a) Write concept requirement and benefits of case study of TQM implementation. (7)
- b) Discuss 5S techniques. (7)
- Q-6 Attempt all questions**
- a) Define Quality function deployment and give its objectives. (7)
- b) Explain with examples of QS 9000 – ISO 14000 – Concepts, Requirements and Benefits. (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 about different tools to use regression analysis. (7)
- b) Explain the 14 points of Deming's for quality management. (7)

