

# Total Quality Strategy

PROD (CBGS)  
12-05-16

Sem- VIII

QP Code : 730401

( 3 Hours)

[ Total Marks : 80



- N.B. :** (1) Q. No. 1 is compulsory.  
(2) Attempt any three from the remaining question.  
(3) Support your answer with Flow charts, block diagram, figures wherever required.  
(4) Numbers to right hand side indicates the marks.

1. **COMPULSORY ( any four in brief)** 20
  - (a) Vision & Mission Statement
  - (b) PDSA Cycle
  - (c) Business Process Re-engineering (BPR)
  - (d) Acceptance Sampling Plan
  - (e) Parallel & Serial Reliability
  
2. (a) What is customer's perception for quality? Also explain Kano's Model. 10  
(b) How an organization might benefit from Benchmarking and subsequently apply Business Process Re-engineering? Write the steps to be followed. 10
  
3. (a) Explain Dr. Isnikawa's principles of customer supplier relations. 10  
(b) Explain: (i) Juran's Trilogy 10 (ii) Cost of quality
  
4. (a) Explain: (i) Leadership for quality 10  
(ii) Barriers to TOM implementation  
(b) Explain main sections of ISO 9001 (2008) 10
  
5. (a) Carry out FMEA for ball point pen you use. Analysis should include design improvements with justification. 10  
(b) Explain: (i) OC curve 10 (ii) Quality function deployment
  
6. Write short note on **any four** :- 20
  - i) TPM
  - ii) Gemba Kaizen
  - iii) Poka Yoke
  - iv) Concurrent engineering
  - v) Six Sigma
  - vi) Reliability and product life cycle