

Total Quality Strategy Total Marks: 80



Time: 3 Hours

Note: 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 in bracket to right hand side indicates the marks.

Q. No. 1 COMPULSORY

- (a) List dimension of Quality (05)
- (b) Barriers of TQM (05)
- (c) ISO 14000 (05)
- (d) Quality Circle (05)

Q. No. 2

- (a) What is Quality statement & Policy? How is it related with mission and vision statements? Explain with an example (10)
- (b) What is Sporadic and chronic problems of quality? Also explain Management controllable defects & Operator controllable defects (10)

Q. No. 3

- (a) What is total cost of quality? Why appraisal and prevention cost is significant for external failure cost? (10)
- (b) What is significance of FMEA? Explain major elements considered per calculating RPN (10)

Q. No. 4

- (a) What are variable and attribute chart? List the uses of attribute chart for **defect and defective** - for constant and variable.
- (b) Benchmarking is pre-requisite for Business process re-engineering. Discuss with steps

Q. No. 5 Write short note on

(05 x 04=20)

- (a) KANO's Model for customer satisfaction
- (b) PDCA Cycle
- (c) Seven old tools of TQM
- (d) Process Capability & Capability Index

Q. No. 6

- (a) What is the relation between six sigma and DMAIC? What is the importance of SIPOC (10)
- (b) What is Reliability & Durability? Explain with reliability curve (Bathtub curve). Also explain