

[Time: 3 Hours]

[Marks:80]

Please check whether you have got the right question paper.

- N.B:
1. Question no.1 compulsory.
 2. Attempt any four questions out of the remaining six questions.
 3. Illustrate your answer with example cases wherever possible.



- Q.1 Write a note any two: 10
- i) Explain Juran's Trilogy 10
 - ii) Describe old tools of TQM
- Q.2 a) Quality leadership is a strategy for market/ business leadership. Discuss with examples. 10
- b) Explain how an organization might benefit from benchmarking organization in a completely different industry. 10
- Q.3 a) Explain Dr Ishikawa's principles of customer / supplier relations. 10
- b) Explain: i) FTA ii) Cost of quality 10
- Q.4 a) Explain: i) Kano's Model 10
- ii) Barriers to TQM implementation
- b) Explain Quality statement 10
1. Internet Audit 2. Traceability 3. Quality Manual
- Q.5 a) Explain: i) OC curve 10
- ii) Quality function deployment
- b) Carry out FMEA for coffee mug. Highlight the benefits of this exercise. 10
- Q.6 a) Write a note on any two: 20
- i) TPM
 - ii) QFD
 - iii) Poka Yoka
 - iv) Double sampling plan
 - v) Six Sigma
 - vi) Reliability and product life cycle
