

# University of Mumbai

Time: 2 hours 30 minutes

Max. Marks: 80

<b>Q1.</b>	<b>Choose the correct option for following questions. All the Questions are compulsory and carry equal marks</b>
1.	TQM stands for _____
Option A:	Total Quality Management
Option B:	Total Quantity Management
Option C:	Total Qualitative Management
Option D:	To question management
2.	elements of quality management system are _____
Option A:	organizational structure
Option B:	responsibilities
Option C:	procedures
Option D:	all the three
3.	Based on his 14 Points, Deming is a strong proponent of _____
Option A:	inspection at the end of the production process
Option B:	an increase in numerical quotas to boost productivity
Option C:	looking for the cheapest supplier
Option D:	training and knowledge
4.	According to Deming most of the problems are related to systems and it is the responsibility of the management to improve the systems
Option A:	correct
Option B:	correct to some extent
Option C:	correct to great extent
Option D:	Taguchi
5.	Which of the following is not a target of Total Quality Management:
Option A:	Customer Satisfaction
Option B:	Reducing manpower
Option C:	Continuous Cost Reduction
Option D:	Continuous Operational Improvement
6.	A _____ diagram shows the location of defects in any unit. This diagram is used in the analyze step of DMAIC.
Option A:	Affinity
Option B:	Relations
Option C:	Defect Concentration
Option D:	Scatter
7.	A major assumption for p chart is that all units produced are _____
Option A:	Independent
Option B:	Dependent
Option C:	None of the above

Option D:	Cannot be determined
8.	Apart from Poisson distribution, another distribution that can be applied to events data is:
Option A:	Normal Distribution
Option B:	Geometric Distribution
Option C:	Lognormal Distribution
Option D:	Continuous Distribution
9.	The dimension of reliability is concerned with:
Option A:	How easy it is to repair the product
Option B:	How long does the product last
Option C:	Will the product do the intended job
Option D:	How often does the product fail
10.	The probability distribution function corresponding to tossing of a coin will be a:
Option A:	Probability Density function
Option B:	Probability Mass function
Option C:	Probability Measurement function
Option D:	Probability Cumulative Function

<b>Q2</b>	<b>Solve any Two out of Three</b>	<b>10 marks each</b>
A	Write down the objectives of implementing total productive Maintenance? Discuss about the core elements of TPM Program? Compare TQM and TPM?	
B	What are the ISO 9000 standards? List out the global benefits of adopting ISO 9000 quality system?	
C	Discuss the reasons for bench-marking and state the advantages and limitations	

<b>Q3.</b>	<b>Solve any Two out of Three</b>	<b>10 marks each</b>
A	i) What are the types of appraisal formats? ii) What are the basic ways for a continuous process improvement?	
B	i) Mention the use of stratification chart in TQM? ii) State the primary objectives of six sigma	
C	Discuss about the various stages in failure mode and effect analysis?	

<b>Q4</b>	<b>Solve any Two out of Three</b>	<b>10 marks each</b>
A	i) What is Total Quality Management.? ii) What are the measure dimensions of service quality?	
B	What are the advantages of implementing TQM in a manufacturing organization?	
C	Explain the role of senior level management in TQM implementation?	