

Duration:3 Hours

Marks: 80

- N.B. 1 Question number ONE is compulsory**
2 Attempt any THREE questions out of remaining FIVE
3 Figure to right indicate full marks

- 01.** Answer the following (any four) **20**
- (a) Explain the principles of total quality management
 - (b) Explain management of controllable defects and operator controllable defects in quality improvement
 - (c) Explain the approach for vendor evaluation and vendor selection in TQM
 - (d) Write a short notes on cause and effect diagram
 - (e) Explain the concept of quality, quality control and quality assurance
- 02.** (a) Explain the approach and barriers in implementation of TQM **10**
(b) What is quality improvement? How is it different from quality planning and quality control **10**
- 03.** (a) Discuss the reasons for benchmarking and state the advantages and limitations **10**
(b) What is product life cycle? Explain in detail the product life cycle. **10**
- 04.** (a) What are the ways by which an organization can make use of customer feedback **10**
(b) Explain push-pull view of supply chain and cycle view of chain management **10**
- 05.** (a) Enumerate various control chart for variables and indicate how they are useful in process control **10**
(b) Explain six sigma approaches in TQM and its significant benefits **10**
- 06.** (a) Discuss scatter diagram pattern **10**
(b) Explain various provisions of ISO 9001: 2000 quality management system. **10**
