22/11/2024   CHEM   SEM-V C SCHEME   DLOC-TQM QP CODE: 10065175

(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)	What are the measure dimensions of service quality?	
	(b)	What is quality improvement? How is it different from quality planning and quality control	
	(c)	Explain the approach for vendor evaluation and vendor selection in TQM	
	(d)	Describe trade-off between quality and cost	
	(e)	Mention the use of stratification chart in TQM?	
02.	(a)	Define and explain use of fish-bone diagram and Pareto's charts	**10**
	(b)	What are the ways by which an organization can make use of customer feedback	**10**
03.	(a)	How do you define TQM? Illustrate with examples of the core concept of TQM	**10**
	(b)	Explain management of controllable defects and operator controllable defects in quality improvement	**10**
04.	(a)	Enumerate various control chart for variables and indicate how they are useful in process control	**10**
	(b)	What are the requirements of Failure Mode and effect analysis? Cite the purpose, reliability, and the process of FMEA	**10**
05.	(a)	What is a product life cycle? Explain in detail the product life cycle.	**10**
	(b)	Explain push-pull view of supply chain and cycle view of chain management	**10**
06.	(a)	Explain X bar and R charts and their use in quality monitoring.	**10**
	(b)	Explain various provisions of ISO 9001: 2000 quality management system.	**10**

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