

22567

22232

3 Hours / 70 Marks

Seat No.

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- Instructions :**
- (1) All Questions are *compulsory*.
 - (2) Illustrate your answers with neat sketches wherever necessary.
 - (3) Figures to the right indicate full marks.
 - (4) Assume suitable data, if necessary.

Marks

1. Attempt any FIVE of the following :

5 × 2 = 10

- (a) Define TQM.
- (b) Enlist the characteristics of quality leader.
- (c) Quote Juran's TQM philosophy.
- (d) State the role of Senior Management in TQM.
- (e) Explain 5S principles.
- (f) State the requirements of ISO certification.
- (g) Explain concept of Total Quality Implementation.

2. Attempt any THREE of the following :

3 × 4 = 12

- (a) Explain the role of leadership in TQM.
- (b) Describe the concept of external and internal customers.
- (c) Define KAIZEN. Explain in detail.
- (d) State and explain Garvin's five approaches and nine dimensions of quality.



- 3. Attempt any THREE of the following :** **3 × 4 = 12**
- (a) Elaborate the objectives of TQM.
 - (b) Discuss strategies for achieving a motivated work force.
 - (c) Describe PDCA cycle for continuous process improvement.
 - (d) Define benchmarking and explain reasons for benchmarking.
- 4. Attempt any THREE of the following :** **3 × 4 = 12**
- (a) Describe barriers to TQM implementation.
 - (b) Review criterion for a good performance measure in TQM.
 - (c) Describe Quality production through KANBAN.
 - (d) Discuss, Dr Stephen Covey's seven habits of highly effective people.
 - (e) Elaborate concept of ISO 14000 and its requirement.
- 5. Attempt any TWO of the following :** **2 × 6 = 12**
- (a) Illustrate the different costs associated with Quality Planning and differentiate between internal failure and external failure cost.
 - (b) Demonstrate Deming's "14 points" philosophy with suitable example.
 - (c) Explain importance of employee empowerment, recognition and reward.
- 6. Attempt any TWO of the following :** **2 × 6 = 12**
- (a) Explain concept, types and stages in FMEA.
 - (b) Explain methodology used in six sigma for process improvement.
 - (c) Relate the quality production through KANBAN system with existing production system.
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