

22567

11920

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.
 - (5) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.
 - (6) Preferably, write the answers in sequential order.

Marks

1. Attempt any FIVE of the following :

10

- (a) List any four benefits of TQM.
- (b) State Crosby's TQM Philosophy.
- (c) List any four characteristics of quality leader.
- (d) List any four benefits of employee involvement in TQM.
- (e) State the importance of six sigma.
- (f) State four advantages of benchmarking.
- (g) State the need of multi skilled worker.

2. Attempt any THREE of the following :

12

- (a) Describe the role of senior management in TQM.
- (b) Explain the meaning of employee empowerment.
- (c) Explain ADDIE system approach for continuous process improvement.
- (d) Explain Juran's TQM Philosophy.

- 3. Attempt any THREE of the following : 12**
- (a) Describe the role of leadership in TQM.
 - (b) Explain the role of customer complaints to improve the quality.
 - (c) Describe PDCA cycle.
 - (d) Explain the concept of Failure Mode & Effect Analysis (FMEA).
- 4. Attempt any THREE of the following : 12**
- (a) Explain the concept of single unit production.
 - (b) Describe Master black belt and green belt.
 - (c) Explain road map of TQM.
 - (d) Explain performance measures in TQM.
 - (e) Describe ISO certification. State its benefits.
- 5. Attempt any TWO of the following : 12**
- (a) Compare internal failure cost & external failure cost.
 - (b) Explain Deming's 14 points Philosophy.
 - (c) Describe quality circle for quality improvement.
- 6. Attempt any TWO of the following : 12**
- (a) Compare between DMAIC & DMADV methodology of six sigma.
 - (b) Describe QS 9000 series of standards.
 - (c) Write the suitable barriers to TQM implementation according to production system.
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