

22567

23242

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 :** **10**
  - (a) What is meant by quality ? State its importance.
  - (b) Quote Juran's TQM philosophy.
  - (c) State and explain the concept of leadership in quality attainment.
  - (d) State the characteristics successful teams in employee involvement.
  - (e) Explain concept of KAIZEN.
  - (f) List the types of FMEA.
  - (g) State the need of multi skilled worker.
  
2. **Attempt any THREE of the following :** **12**
  - (a) Explain the characteristics of quality leader.
  - (b) Explain teams and its types.
  - (c) Explain ADDIE system approach for continuous process improvement.
  - (d) Explain the concept of quality costs in detail.



- 3. Attempt any THREE of the following : 12**
- (a) Identify role of senior management in TQM.
  - (b) Explain supplier relationship principles.
  - (c) Explain the system approach to CPI.
  - (d) Explain ISO 14000 for quality auditing.
- 4. Attempt any THREE of the following : 12**
- (a) Explain quality production through KANBAN system.
  - (b) Review criterion for a good performance measure.
  - (c) Explain the concept of single unit production.
  - (d) Explain Dr. Stephen Covey's seven habits of highly effective people.
  - (e) Explain concept of Benchmarking and reasons for benchmarking.
- 5. Attempt any TWO of the following : 12**
- (a) Explain Gravin's five approach and nine dimensions of quality.
  - (b) Demonstrate Deming's "14 point's" philosophy with suitable example.
  - (c) Explain benefits of employee involvement in quality circle.
- 6. Attempt any TWO of the following : 12**
- (a) Describe the 5S principle.
  - (b) Explain concept of FMEA.
  - (c) Explain road map of TQM.
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