

22567

12425

3 Hours / 70 Marks

Seat No.

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- Instructions :**
- (1) All Questions are *compulsory*.
 - (2) Answer each next main Question on a new page.
 - (3) Figures to the right indicate full marks.
 - (4) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.

Marks

1. Solve any FIVE of the following :

10

- (a) List the components of TQM.
- (b) Define quality cost.
- (c) Define leadership.
- (d) Define team.
- (e) List the 5'S principles.
- (f) List the advantages of Benchmarking.
- (g) State the need of multi-skilled worker.

2. Solve any THREE of the following :

12

- (a) State the role of senior management in TQM.
- (b) State the supplier relationship principle.
- (c) State the methodology of six sigma.
- (d) Explain Garvin's nine dimensions of quality.



- 3. Solve any THREE of the following : 12**
- (a) Describe PDSA cycle.
 - (b) State benefits of employee involvement.
 - (c) Describe Juran trilogy with neat sketch.
 - (d) Discuss the reasons for benchmarking.
- 4. Solve any THREE of the following : 12**
- (a) Discuss the approach for Total Quality Implementation.
 - (b) Outline the criteria for good performance measure.
 - (c) Describe the concept of Standardization.
 - (d) Explain Dr. Stephen Covey's Seven habits of highly effective people.
 - (e) Explain the concept of ISO 9000.
- 5. Solve any TWO of the following : 12**
- (a) Explain internal failure cost category in detail.
 - (b) Explain Deming's 14 point Philosophy.
 - (c) Explain strategies for achieving motivated workforce.
- 6. Solve any TWO of the following : 12**
- (a) Explain KAIZEN in detail.
 - (b) Explain the process of benchmarking with its advantages.
 - (c) Explain achieving quality production through KANBAN system.
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