

22567

23124

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) Use of Non-programmable Electronic Pocket Calculator is permissible.
  - (6) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.

**Marks**

**1. Attempt any FIVE of the following :**

**10**

- (a) State Juran's TQM Philosophy.
- (b) Define value of quality.
- (c) List any four responsibilities of senior management in TQM.
- (d) List different types of external customers.
- (e) State any eight benefits of implementing 5S principle.
- (f) State the advantages of bench marking.
- (g) State the need of multi skilled worker.

**2. Attempt any THREE of the following :**

**12**

- (a) Describe the leadership skills required for effective leadership.
- (b) Explain Maslow's theory of motivation.
- (c) Explain Juran quality trilogy with neat sketch.
- (d) Differentiate between vision statement and mission statement.



- 3. Attempt any THREE of the following : 12**
- (a) Describe the characteristics of quality leader.
  - (b) Explain the sources of customer complaints.
  - (c) Describe PDCA cycle.
  - (d) Prepare a FMEA worksheet for an induction motor's shaft failure.
- 4. Attempt any THREE of the following : 12**
- (a) Explain the concept of standardization.
  - (b) Explain the basic techniques used for measuring performance.
  - (c) Explain the road map of TQM.
  - (d) What performance measures would you suggest for airline passenger service ?
  - (e) Explain the requirements of ISO-14000.
- 5. Attempt any TWO of the following : 12**
- (a) Explain the fourteen steps of Deming's philosophy for improving quality, productivity and competitiveness.
  - (b) Describe cost of internal failure and cost of external failure.
  - (c) Describe any three elements of quality circle.
- 6. Attempt any TWO of the following : 12**
- (a) Explain the following :
    - (i) Master black belt
    - (ii) Green belt
  - (b) Describe the registration steps to implement the ISO 9000 quality system.
  - (c) Write the suitable impediments to TQM implementation.
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