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| Seat No. | |
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B.E. (Mechanical Engg.) (Semester - VII)
Examination, April - 2018
TOTAL QUALITY MANAGEMENT (Elective - II)
Sub. Code: 67833

Day and Date : Saturday, 28 - 04 - 2018

Total Marks : 100

Time : 2.30 p.m. to 5.30 p.m.

- Instructions :
- 1) All questions are compulsory.
 - 2) Figures to the Right indicate full marks.
 - 3) Make suitable assumptions wherever necessary and state them clearly.
 - 4) Use of statistical tables and scientific calculator is permitted.

Q1) Solve any two

- a) Cost of quality affects both productivity and profit of an organization. Elaborate. [8]
- b) How process approach leads to QA and Quality Management? [8]
- c) Devise Internal Customer Satisfaction survey format. [8]

Q2) Solve any three :

- a) Why product quality planning is necessary these days? What are its benefits? [6]
- b) Highlight specifications for quality dimensions. [6]
- c) A capable process can achieve zero defect situation. Do you agree? [6]
- d) Why six sigma attempts are not successful? How to overcome such failures? [6]

Q3) Solve any two :

- a) How system design differs from parameter design and tolerance design? [8]
- b) Which system is reliable - parallel, series or combined? Why? [8]
- c) A system has three parallel components, X, Y & Z with reliabilities 0.85, 0.99, 0.87. How much system reliability will change if component Y is out of order? [8]

P.T.O.

Q4) Solve any two :

- a) How continual improvement can be achieved and sustained in an organization? [8]
- b) Assess Juran's trilogy in the context of TQM success. [8]
- c) Without Total Employee Involvement TQM cannot succeed. How to achieve it? [8]

Q5) Solve any three :

- a) Discuss challenges posed by customers, competition and technology before business. [6]
- b) What is easy - Quality Policy Deployment or Quality Function Deployment? [6]
- c) TQM failure is generally attributed to lack of commitment and accountability of leadership. Comment. [6]
- d) How Poka - Yoke technique leads to mistake proofing? [6]

Q6) Solve any two :

- a) Elaborate SERVQUAL model and its applications. [8]
- b) Which additional techniques are mandatory in ISO/TS 16949 Standard? Explain any one. [8]
- c) How TQM leads to Quality Award? Describe CII-EXIM National Quality Award. [8]

