Seat No.: Enrolment No	Seat No.:	Enrolment No
------------------------	-----------	--------------

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-IV EXAMINATION - SUMMER 2016

Subject Code:142502 Date:10		ect Code:142502 Date:10/06/2016)/06/2016	
	Time	ect Name:Fundamentals Of Quality Management e:10:30 AM to 01:00 PM ctions: 1. Attempt all questions. 2. Make suitable assumptions wherever necessary. 3. Figures to the right indicate full marks.		
Q.1	(a)	Define Quality, quality assurance and quality control (TQC). What are the various dimensions of quality?	07	
	(b)	_ · · · · · · · · · · · · · · · · · · ·	07	
Q.2	(a) (b)	Discuss Juran's quality trilogy. Write short note on "Quality Audit". OR	07 07	
	(b)		07	
Q.3	(a)	What is QFD? Discuss importance of QFD.	07	
	(b)	Write short note on "Benchmarking". OR	07	
Q.3	(a)	How is Statistical Process Control (SPC) different from acceptance sampling? What are the Type I and Type II errors?	07	
	(b)	What is the role of BIS in maintaining the quality standards on products?	07	
Q.4	(a)	Explain ISO 9001 and 140001.	07	
	(b)	Define and explain 'Six Sigma' OR	07	
Q.4	(a)	Explain X-bar and R- chart in detail.	07	
	(b)	What is the Importance of Software? Also give applications of Software in Quality Control and Management.	07	
Q.5	(a)	Write short note on capability maturity model (CMM).	07	
	(b)	What are the new seven management tools of TQM? Briefly explain purpose of each.	07	
Q.5	(a)	OR Write short note on "Quality Management scenario in Indian	07	
	()	Industry".		
	(b)	Explain 'Malcolm Baldrige National Quality Award'	07	
