GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VI- EXAMINATION – SUMMER 2016			
Subject Code:160206 Date:13/0			16
Subject Name:Total Quality Management			
Time: 10:30 AM to 01:00 PM Total Mar			: 70
Instructions: 1. Attempt all questions.			
 Attempt an questions. Make suitable assumptions wherever necessary. 			
	3	3. Figures to the right indicate full marks.	
Q.1	(a) (b)	Explain Various steps involved in Deming's cycles. Define Quality and discuss the benefits of Quality Management.	07
Q.2	(a)	What is Quality Planning? Discuss SWAT analysis briefly.	07
	(b)	Briefly discuss on	07
		 (i) Customer Satisfaction (ii) Employee involvement 	
		OR	
	(b)	Explain Concept of Six sigma with example.	07
Q.3	(a)	What is Kaizen philosophy? How does it improve the quality?	07
	(b)	List techniques for measuring customer value, customer perception of quality and complaints.	07
0.1		OR	05
Q.3	(a)	What are the different styles of leadership? Explain characteristics demonstration by successful leaders.	07
	(b)	What is motivation? Explain with characteristics, benefits and principles.	07
Q.4	(a)	What is QFD process? Explain house of quality.	07
	(b)	Explain FMEA OR	07
Q.4	(a)	What is Benchmarking? How does it improve your business process?	07
C	(b)	What is Zero Defect concept? Explain it briefly.	07
Q.5	(a)	Discuss TQM "Implementation Strategy"	07
	(b)	Describe content and benefits of ISO 9000.	07
Q.5	(a)	OR Explain concepts of Quality Auditing System.	07
V .2	(a) (b)	Why does required ISO 14000? Explain with environmental management systems benefits.	07
