Enrolment	No.
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GUJARAT TECHNOLOGICAL UNIVERSITY BE - SEMESTER-VII EXAMINATION – WINTER 2015

Subject Code: 173401		Date:12/12/2015		
Ti	•	Attempt all questions.Make suitable assumptions wherever necessary.	Total Marks: 70)
Q.1	(a) (b)	Explain balridge view of leadership. Explain the importance of quality in manufacturing and service		07 07
Q.2	(a) (b)	Explain Deming's Philosophy for TQM. Give the dimensions of quality with suitable example. OR		07 07
	(b)	What is quality council? Explain in details.	(07
Q.3	(a) (b)	Explain Taguchi loss function in details. Explain Juran's Triology.		07 07
Q.3	(a) (b)	OR Explain the pillars of Total Productive Maintenance Give the explanation of Crosby philosophy for TQM.		07 07
Q.4	(a) (b)	Write a short note on zero defects. Explain the process of benchmarking. OR		07 07
Q.4	(a) (b)	Explain Ishikawa fish bone diagram with figure. Explain the concept of maintainability and availability.		07 07
Q.5	(a) (b)	Explain bath tub curve with diagram. Write a short note on change management OR		07 07
Q.5	(a) (b)	Explain concept of six sigma. What is ISO 9001? Explain how to get 9001 certification.		07 07
