## GUJARAT TECHNOLOGICAL UNIVERSITY

ME - SEMESTER II (NEW) - • EXAMINATION - SUMMER 2016 Date: 31/05/2016 Subject Code: 2724705 **Subject Name: Total Quality Management** Time: 10:30 am to 01:00 pm Total Marks: 70 **Instructions:** 1. Attempt all questions. 2. Make suitable assumptions wherever necessary. 3. Figures to the right indicate full marks. 4. Draw neat sketches wherever required to justify the answer Q.1 (a) Define Total Quality Management. Explain the quality of design and quality of 07 performance in detail. **(b)** Write a detailed note on: TQM Framework. 07 **O.2** (a) Write a short note on: Quality management approaches. **07** (b) Explain quality chain as key element of TQM with an industrial example. 07 OR (b) Define and explain appraisal cost and external failure cost stating suitable examples. **07 O.3** (a) TOM implementation is necessary for changing the culture of the organization. Explain 07 the given statement. (b) Discuss the contributions of Deming in Total Quality Management. 07 **Q.3** (a) List and discuss basic concepts of TQM. 07 (b) Explain the leadership and customer satisfaction as TQM Principles. **07** Q.4 (a) Discuss the control charts used in TQM and their applications. **07 (b)** Explain the Pareto diagram in detail. 07 OR **Q.4** (a) Write a detailed note on importance of quality management tools and techniques in 07 (b) Explain the cause and effect diagram in detail giving suitable example. **07 O.5** (a) Explain the benchmarking process. 07 **(b)** Explain the ISO 14001:2004 Environmental Management System Standard. 07 **Q.5** (a) Discuss the barriers to TQM implementation. 07 **(b)** Explain the ISO 9000 Quality System standards. 07

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