



SF-7855

B. E. IV (Sem - VIII) (Mech.) Examination

May / June - 2011

Total Quality Management (Elective - II)

Time : Hours]

[Total Marks : 100

Instructions :

(1)

नीचे दशांशवैल निशानीवाणी विगतो उतरवडी पर अवश्य लपवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<input type="text" value="B. E. 4 (Sem - VIII) (Mach.)"/>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<input type="text" value="Total Quality Management (Elective-2)"/>	<input type="text"/>
Subject Code No. : <input type="text" value="7"/> <input type="text" value="8"/> <input type="text" value="5"/> <input type="text" value="5"/>	<input type="text"/>
Section No. (1, 2,.....): <input type="text" value="Nil"/>	<input type="text"/>
	Student's Signature

- (2) Attempt all the questions.
- (3) Assume the necessary data giving justificatoin.
- (4) Figures to the right indicate marks.

- 1 Attempt any three. 18
 - (a) Write a short note on Taguchi's philosophy.
 - (b) Define quality control. Enlist the responsibilities of the individual or the department handling the quality control function.
 - (c) Define the quality audit, quality policy and quality management.
 - (d) Suggest the various dimensions, the customers are influenced by in determining the quality level.

- 2 Answer the following (any two) 16
 - (a) Define quality circles. What are the benefits to individual and organization due to adoption of Q.C. ?
 - (b) Discuss the TQM system model.
 - (c) (i) Give any three definition of TQM.
(ii) Discuss the principles of TQM.

- 3** Answer the followings : (any two) **16**
- (a) Discuss the Deming's fourteen points of quality management.
 - (b) Depicts the following models on TQM.
 - (i) Westinghouse TQM model.
 - (ii) Operational model for TQM.
 - (c) Explain the following as applied to quality control :
 - 1. Prevention costs 2. Appraisal costs
 - 3. Failure costs 4. Optimum costs.
- 4** Answer any three : **18**
- (a) Discuss the advantages and limitations of Iso 9000 quality system implementation.
 - (b) Discuss the procedure for registration and certification of Iso 9000 standards.
 - (c) Define environment management system. Discuss the five basic elements of environment management system (Iso 14001).
 - (d) What are the management responsibilities related with Iso 9000 : 2000 ?
- 5** Attempt any two : **16**
- (a) Explain the IIT production system depicting it's flow chart.
 - (b) Explain SQC and also write down it's benefits.
 - (c) Explain pareto diagram.
- 6** Attempt any two : **16**
- (a) Define QFD. Write a short note on house of quality product planning matrix.
 - (b) Explain in brief seven new quality improvement techniques.
 - (c) Depict the cause and effect diagram for the following :
 - (i) High manufacturing cost
 - (ii) Journal bearing failure.
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