

(3 Hours)

[Total Marks: 80]

- N.B.: (1) Question No.1 is compulsory
(2) Solve any three questions out of remaining five questions.
(3) Figures to the right indicate full marks.
(4) Furnish neat sketches and illustrations wherever necessary.

1. Solve the following 20
 - a) Explain the various dimensions of quality.
 - b) Define reliability. Explain the basic principles of reliability and its relevance in TQM
 - c) What is benchmarking? Explain the advantages of benchmarking.
 - d) Why is the customer focus is so important in TQM?

2. Solve the following 20
 - a) Explain 7-QC tools and their importance in TQM.
 - b) Define and explain the fisher bone diagram and Pareto chart.

3. Solve the following 20
 - a) What is KANBAN? Explain the method to calculate number of KANBAN.
 - b) What is an OC curve? Explain its purpose.

4. Solve the following 20
 - a) Explain QFD as process.
 - b) Define: (i) Attribute (ii) single sample (iii) double sample (iv) sequential sample.

5. Solve the following 20
 - a) Explain ISO 9001: 2000 quality management system.
 - b) Explain lean manufacturing and zero defect concepts.

6. Solve the following 20
 - a) Explain the six sigma in TQM.
 - b) What is the use of scatter diagram? Explain the procedure to use it.