

Total Marks: 80

Duration: 03 Hrs

NB: 1. Question No. 1 is compulsory.

2. Attempt **any three** questions from remaining **five** questions.

3. Indicate **question no.** properly.

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| 1. | a) Explain the role of leadership in improvement of quality of product | 5 |
| | b) What is DMAIC? Explain in brief | 5 |
| | c) Define Six Sigma and state goals of Six Sigma | 5 |
| | d) Describe the term internal customer and external customer with respect to total quality | 5 |
| 2. | a) Select any product or service & describe how the dimensions of quality influences its acceptance | 10 |
| | b) Efficiency has been defined as “doing things better” and effectiveness as “doing better things”. Describe how benchmarking can be used to improve both efficiency and effectiveness. | 10 |
| 3. | a) Describe the role of employee involvement in TQM by responding to the following: | 10 |
| | i) Why is employee involvement important to TQM? | |
| | ii) Employee time is valuable. How will it pay reasonable dividends? | |
| | b) How Total Productive maintenance helps to Improve process quality? | 10 |
| 4. | a) Briefly describe the purpose of an ISO 9000 quality system. Also describe four tires of quality documentation | 10 |
| | b) Explain Juran’s Trilogy and its applicability in today’s business scenario | 10 |
| 5. | a) What is benchmarking? State basic steps of benchmarking and describe each in brief | 10 |
| | b) Mention seven Total Quality management tools and describe any two in detail | 10 |
| 6. | a) Explain Deming’s PDCA cycle, how it helps in continuous improvement? | 10 |
| | b) Elaborate on Process approach. How it is different from the product approach? | 10 |
