B.E/Sem VIII/Prod/NOV17/Total Quality strategy

231117

K.G.C.E. EXAM KARJAT-AHMAD

Q. P. Code: 25525

DURATION: 3Hours **MAX MARKS: 80**

Note:

1. Question no.1 is compulsory.
2. Attempt any three questions out of the remaining five questions.
3. Illustrate your answers with example cases wherever possible.

Q1		Write a note on any two:	10
		i) BPR ii) ISO 9000	10
		iii) Acceptance sampling plan iv) TPM	
		v) Reliability and product life cycle	
Q2	a)	What is customers perception for quality? Also explain Kano's Model.	10
	b)	Explain how an organization might benefit from benchmarking organizations in a completely different industry.	10
Q3	a)	Explain Dr Ishikawa's principles of customer/supplier relations.	10
	b)	Explain: i) Juran's Triology ii) Cost of quality	10
Q4	a)	Explain: i) Leadership for quality	10
		ii) Barriers to TQM implementation	
	b)	Explain Quality statements	10
Q5	a)	Explain: i) OC curve	10
		ii) PDCA cycle	
	b)	Carry out FMEA of a pop up toaster. Analysis should include design improvements with justification	10
Q6	a)	Concurrent engineering is sn effective approach to control the cost and enhance the quality of design.	10
	b)	Discuss and elaborate on POKA YOKE	10

****

muquestionpapers.com