Paper / Subject Code: 31727 / Department Optional Course-I: Management Stream: Total Quality Management

1T00535 - T.E.(Chemical Engineering)(SEM-V)(Choice Base Credit Grading System) (R- 19) (C Scheme) / 31727 - Department Optional Course-I: Management Stream: Total Quality Management QP CODE: 10029397 DATE: 02/06/2023

(3 Hours) Marks 80

N.B		Question number ONE is compulsory	
	2	Attempt any THREE questions out of remaining FIVE	7
	3	Figure to right indicate full marks	
01.		Answer the following (any four)	20
	(a)	Explain the principles of total quality management	
	(b)	Discuss shout sumply sheir management and its relevance in TOM	3
	(b)	Discuss about supply chain management and its relevance in TQM,	
		highlight the types key elements and major task	
	(c)	State the primary objectives of six sigma?	
	(d)	Write the significance of top management commitment quality	
	(e)	Write a short note on cause and effect diagram	
02.	(a)	Explain the approach and barriers in implementation of TQM	10
	(b)	Explain on Juran's ten steps to quality improvement	10
03.	(a)	Discuss the reasons for bench marking and state the advantages and	10
		limitations	
	(b)	What is customers, users and consumers? Describe in detail various types	10
		of customers.	
04.	(a)	What is product life cycle? Explain in detail the product life cycle.	10
	O'		4.0
3	(b)	Explain the approach for vendor evaluation and vendor selection in TQM	10
05.	(a)	Explain management of controllable defects and operator controllable	10
		defects in quality improvement	
	(b)	What are the requirement of Failure Mode and effect analysis? Cite the	10
		purpose, reliability and the process of FMEA	
06	You	Enumerate verieus control short for veriables and indicate how they are	10
06.	(a)	Enumerate various control chart for variables and indicate how they are	10
30		useful in process control	
	(b)	What are the benefits of ISO 9000 certification? How does it help in	10
		quality improvement? Describe the requirement of ISO 9000 certification	