

# TQM 04

Roll No.

Total No. of Questions: 6

Total No. of Printed Pages: 2

Duration (hrs.): 3

Maximum Marks: 60

Note: Attempt ALL questions.

**Question No. 1 (5 marks)**

“Leadership by top management is the driver of quality.” Discuss.

**Question No. 2 (10 marks)**

Answer the following (ANY TWO)

1. Why Ishikawa diagram is considered an important QC tool?
2. What are the four types of cost of quality?
3. What do you understand by Kanban system?

**Question No. 3 (5 marks)**

What is the justification for Philip Crosby's claim that “Quality is free”?

**Question No. 4 (5 marks)**

What effect does employee involvement have on motivation? Explain the effects in terms of motivational theory.

**Question No. 5 (30 marks)**

Write Short Notes on ANY SIX:

1. Capability Maturity Model (CMM)
2. Single Minute Exchange of Die (SMED)
3. Quality Loss Function
4. Six Sigma
5. Objectives of Quality Circles
6. SERVQUAL Model
7. Control Charts
8. Juran Trilogy

**Question No. 6**      **(5 marks)**

For given :      Net weight specification = 9.0 oz  $\pm$  0.5 oz

Process Mean = 8.8 oz

Process Standard Deviation = 0.12 oz

Discuss the process capability in terms of Index  $C_p$  and  $C_{pk}$ .