# 714

## October 2017

*Time – Three hours*
*(Maximum Marks: 75)*

[N.B: (1) Q.No. 8 in PART – A and Q.No. 16 in PART – B are compulsory. Answer any FOUR questions from the remaining in each PART - A and PART - B.

(2) Answer division (a) or division (b) of each question in PART-C.

(3) Each question carries 2 marks in PART – A, 3 marks in Part – B and 10 marks in PART – C. ]

### PART – A

1. Define TQM.

2. What is strategic planning?

3. What is the need of 5S?

4. State the purpose of cause and effect diagram.

5. What is sampling?

6. Define process capacity.

7. List the purpose of arrow diagram.

8. State the TQM concept.

### PART – B

9. List the potential benefits of TQM.

10. Write short notes on customer delight.

11. State the Juran trilogy.

12. What is stratification analysis?

13. Write short notes on frequency distribution.

14. What are the control charts for variables and attributes?

15. Where C chart is used?

16. State the pitfalls of bench marking.

[Turn over...

## PART – C

17. (a) (i) What are the dimensions of quality?
    (ii) State the vision, mission and quality policy statements.

    *(Or)*

    (b) (i) Explain the various steps to strategic planning.
    (ii) Describe quality management system requirements.

18. (a) (i) Explain 5S concepts for housekeeping.
    (ii) What is check sheet? Discuss various types of check sheet.

    *(Or)*

    (b) (i) Enumerate the Pareto diagram for process improvement.
    (ii) Describe the concept and objectives of quality circle.

19. (a) (i) Write the classification of data and tabular presentation of data.
    (ii) Discuss graphical representation of a frequency distribution.

    *(Or)*

    (b) (i) Discuss sampling techniques.
    (ii) Explain principle and procedure of six sigma.

20. (a) (i) Compare control limits Vs specification limits.
    (ii) Write the steps in constructing X charts.

    *(Or)*

    (b) (i) Explain the methods of doing process capability.
    (ii) Describe the P charts for attributes.

21. (a) (i) Discuss affinity diagram with neat sketch.
    (ii) Describe decision tree as management planning tool.

    *(Or)*

    (b) (i) Explain the bench marking process.
    (ii) Enumerate the detailed procedure of total productive maintenance.

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