Sanjay Ghodawat University, Kolhapur

Established as State Private University under Govt. of Maharashtra. Act No XL, 2017

2020-21

EXM/P/09/00

Year and Program: 2020-21 Final Yeay B.Tech.	**SchoolofTechnology**	**Department: B.Tech.[All Programs]**
Course Code:UE 404.3	**Course Title: Total Quality Management**	**Semester :VIII**
Day and Date:	**End Semester Examination**	**Time : 2 Hrs.** **Max Marks : 50**

Instructions: 1) All Questions are compulsory.

		Marks	Bloom's Level	CO
Q.1	**Answer the following (any Two)**			
a)	Why customer focus is critical element of total quality? Give examples of products or services in which you received some "exciters or delighters" that you did not expect.	8	L3	CO1
b)	What is a 360-degree feedback? Design 360-degree feedback system for an administrator in an education institute.	8	L4	CO 2
c)	Discuss the circumstances in which employee empowerment would hurt rather than improve quality. Why would this occur?	8	L3	CO 2
Q.2	**Answer the following (any two)**			
a)	Develop cause-and-effect diagram for any two of the following i. Poor performance in examination. ii. Late for college iii. Poor job performance	8	L4	CO 3
b)	Benchmarking can be a very powerful vehicle for driving peak process performance" Do you agree or not. Justify your answer	8	L3	CO 3

c)	Explain the term “process capability”. Mention the reasons for conducting a process capability study in a manufacturing organization.	8	L2	CO 3

Q.3 Answer the following (any two)

a)	What is meant by “House of Quality”? Illustrate house of quality diagram with suitable example.	9	L3	CO 4
b)	How does TPM related to OEE? Suggest measure to be initiated to improve three factors of OEE – availability, performance and quality.	9	L3	CO 4
c)	State the benefits of implementation of ISO 14000 standards. List some key factors for the implementation of standards among small and large companies.	9	L2	CO 4

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