

PQM
March 2009

AMALGAM

TIME : 2 hrs.

MARK : 50

- Instruction :**
- 1) Attempt all questions in Section - I
 - 2) Attempt any three questions in Section - II
 - 3) Figures to right indicate full marks.

Section - I

- Q.1 Define following concepts (**any Five**)
- 1) Quality
 - 2) ISO Content
 - 3) Malcom Award
 - 4) Scatter digram
 - 5) Six Sigma
 - 6) Value Addition
 - 7) Creativity
 - 8) Brain Storming
 - 9) TPM
 - 10) BEP
- Q.2 You have been assigned a project of visiting a plant and observe the prodductivity and quality management programs being implemented and interact with the concerned senior executives. Write your observation and findings of the project work in detail

Section - II

- Q.3 Explain the concepts, principles and benefits of term. "TQM process and management of implementation is carried out with the help of certain techniques." List them out.
- Q.4 Explain in brief (**any two**)
- 1) 7 QC tool
 - 2) Housekeeping
 - 3) 'Kepner - Tregoe' decision making
 - 4) SGA & Quality circle.
- Q.5 Write short notes (**any two**)
- 1) 5 S Technuque
 - 2) Photography Approach
 - 3) Quality Systems
 - 4) Praeto chart
- Q.6 a) 'Ishikawa diagrams technique changes the way people think about work'. Do you agree? If 'yes' give reasons
- b) Discuss uses of Histogram and control charts in TQC implementation
- Q.7 "Just - In- Time philosophy and Suggestion Scheme has enabled Japanese Industry to score over western industry" _____ comment.
- Q.8 Write a detailed note on **any two** of the following
- 1) Kaizen
 - 2) method study & work measurement
 - 3) Job Evaluation.