

15ME664

(06 Marks)

(06 Marks)

Mary .	A SVH	01 e:3	hrs. Max. Ma	irks: 80
Note: Answer any FIVE full questions, choosing ONE full question from each module.				
Module-1				
ce.	1	a.		(06 Marks)
acti	1	b.		(04 Marks)
= 50, will be treated as malpractice		c.	Briefly explain with the help of a sketch TQM framework.	(06 Marks)
as m			OR	
ted	2	0		(08 Marks)
trea	2	a. b.		(04 Marks)
be Se			State the ceneral of 120 128-21-11-1	(04 Marks)
Will		c.	DAPIGITATION AND ASSESSMENT OF THE PROPERTY OF	
50,	•		Justify the need of ethics in an organization and identify the root causes of	funethical
	3	a.		(08 Marks)
42+		1	behavior. Elaborate the roles of TQM leaders in its implementation.	(08 Marks)
eg,		b.		(00 1/14/145)
ten			OR	(00 Marks)
on writ	4	a.	List and briefly explain the seven steps to strategic planning.	(08 Marks)
nes		b.	Emphasize on the importance of communication in an organization.	(04 Marks) (04 Marks)
ss n natic		C.	Discuss on the role of decision making in bringing success to organization.	(04 Marks)
cro eq			Module-3	
onal d/o	5	a.	Explain the need of achieving customer satisfaction.	(04 Marks)
nage and		b.	State the benefits of customer feedback and explain the actions to be taken	to handle
atoi			customer complaints.	(08 Marks)
dra valu		c.	Emphasize on the importance of customer retention.	(04 Marks)
only to e			OR	(00 M/)
ulsc eal 1	6	a.	Explain the process of translating needs of customer into requirements	(08 Marks)
app		b.	Discuss the need of motivation and brief on the role of recognition and reward in	(08 Marks)
s, co			employee.	(Uo IVIAIKS)
wer			Module-4	(08 Marks)
ans ntifi	7	4	Briefly discuss about the process improvement strategies.	(04 Marks)
our ide		b.	List the factors on which kaizen improvement focuses.	(04 Marks)
g of		c.	Briefly explain the concept of reengineering.	(011111111)
letin alin			OR	(08 Marks)
eve	8	a.	With relevant example explain the construction of cause and effect diagram.	(08 Marks)
n co		b.	Quoting examples explain control chart and histogram.	(00 Marks)
. Y			Module-5	
e: 1	9	a.	List the reasons for benchmarking and elaborate on the steps involved is be	nchmarking
Not			process.	(08 Marks)
ant		b.	State the importance of voice of customer and explain the construction of hence	e of quality.
Important Note: 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining ordine pages. 2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be to evaluate the computation of identification appeals to evaluate and its equations written ending of identification.				(08 Marks)
Im	4.0		OR	(04 Marks)
	10	a.	State the benefits of Quality by design.	(06 Marks)

Outline the steps involved in FMEA.

Write a note on total productive maintenance.