

SYBMS
2/5/18
2 to 4:30 pm
Pg. 2

Product & TQM

(L) (265) (9)
Q.P. Code: 31196

Maximum Marks: 75

Duration: 2 Hours & 30 Minutes

- Note: 1) All questions are compulsory, Subject to internal choice.
2) Figures to the right indicate full marks.

Q 1 A) State Whether the Following Statements are True or False: (Any 8) 08

- 1) The location decision falls under long term planning.
- 2) Construction of Metro rail is project type production.
- 3) Simplification is opposite to that of diversification.
- 4) Line layout is also called as product layout.
- 5) MRP-I is a Materials Planning technique.
- 6) Materials can be stacked in any manner.
- 7) TQM requires management to reject change.
- 8) Productivity and efficiency are same.
- 9) Purchasing is primarily a clerical activity.
- 10) ABC analysis is based on the Pareto principle.

Q 1 B) Match the Column (Any 7) 07

Group A		Group B	
1	Quality Management System	A	Robust Design
2	TQM	B	ISO 9001
3	Environmental Management System	C	Kepner Tregor Methodology
4	Continuous Production	D	Waste of overburden
5	Productivity	E	Customer Focused Organization
6	ABC inventory control	F	ISO 14000
7	General Purpose Machines	G	Mass Production
8	Muri	H	70:20:10 Rule
9	Problem Solving	I	Job Production
10	Taguchi	J	Output/ Input

Q 2 A) Explain the qualities essential for a production manager? 08

B) What is Plant layout and explain the principles of a good layout? 07

OR

C) What is Product Design? State the requirements of a good product design? 08

D) Discuss in brief Material handling Equipment's. 07

Q 3 A) What is Material management and objectives of it in detail? 08

B) Explain the various Inventory control techniques in brief? 07

OR

C) Explain Philip Crosby's Philosophy & approach to Quality. 08

D) Explain the Ishikawa Fish Bone Diagram. 07

- Q 4 A)** Write a note on ; 08
 1. MBNQA 2. Deming's Application Prize
- B)** What is TQM and explain the key principles of TQM in detail? 07
- OR**
- C)** Explain the concept of ISO 9000 along with its registration process? 08
- D)** Explain the Concept of Six Sigma along with its features? 07

- Q 5 A)** ABC Ltd. Purchases computer chips at the rate of Rs. 75 each. The annual consumption of chip is 54,000 units. If the ordering cost is Rs.250 per order & carrying cost is 25%p.a., what would be the EOQ and Total Cost? If the supplier offers a discount of 10% for ordering 9,000 units. Per order, do you accept the discount offer? 08

- B)** Calculate partial & Total Productivity. 07

Output	500,000	Raw Material	190,000
Labour	75,000	Electricity	25,000
Capital	100,000	Other Misc. Exp.	10,000

OR

- C)** Write a Short Notes : (Any 3) 15
1. Importance of productivity
 2. Inventory Management
 3. DMAIC
 4. Quality Circle
 5. Production System