

PART – B

(5 x 13 = 65 Marks)

Q.No.	Questions	Marks	KL	CO
11.	a) Describe the evolution of quality management and explain how the concepts of quality have changed over time. Give a discussion on the importance of quality in any modern business you come across. (OR)	13	K3	CO1
	b) Explain the contributions of Deming, Juran, and Crosby to the field of TQM and discuss how their philosophies can be integrated into a modern TQM framework.	13	K3	CO1
12.	a) Give your critical comments on strategic quality planning and its importance in customer retention. (OR)	13	K5	CO2
	b) Elucidate the processes of supplier selection and supplier rating, and explain how these processes contribute to continuous process improvement within an organization.	13	K3	CO2
13.	a) Explain in detail how SPC is used to measure and improve process capability within an organization. (OR)	13	K3	CO3
	b) Include a discussion on how Total Productive Maintenance (TPM) contributes to the success of Business Process Improvement (BPI) initiatives.	13	K3	CO3
14.	a) Describe the benefits of using QFD in capturing the voice of the customer and translating it into product features. (OR)	13	K3	CO4
	b) Explain the stages of Failure Mode and Effects Analysis (FMEA) and its significance in ensuring product reliability. How FMEA documentation supports continuous improvement in the design and process stages.	13	K3	CO4
15.	a) Narrate the key elements and documentation requirements of an ISO 9000:2000 quality management system and explain how these elements contribute to the overall effectiveness of the quality system. (OR)	13	K3	CO5
	b) Explain the benefits of implementing ISO 9004:2018 in an organization. Provide case studies illustrating the successful implementation of Total Quality Management (TQM) in both manufacturing and service sector.	13	K3	CO5

PART – C

(1 x 15 = 15 Marks)

Q.No.	Questions	Marks	KL	CO
16. a)	<p>Read the case scenario of Toyota and answer the questions given below.</p> <p>Woven within the culture at Toyota Forklift is passion for daily improvement. Although Toyota's systems and daily lives may work sufficiently, always looking for ways to enhance safety and increase efficiency and productivity. One way all of their associates stay accountable for these values is through the Toyota Lean Management operational processes, including "5S".</p> <p>The process of 5S was coined and made popular by Toyota. It is based on 5 principles starting with the letter "S". In Japanese, Seiri (Sort), Seiton (Systematize), Seiso (Shine), Seiketsu (Standardize), and Shitsuke (Sustain). The implementation of 5S is one reason that Toyota Industrial Equipment continues to be one of North America's most highly efficient manufacturing facilities. The principles of 5S can be applied to any business setting, manufacturing/factory setting, or even in the personal life to help organize home and practices. Toyota is world renowned for its excellence in safe and efficient operations and continuous improvement. Toyota encourages everyone to consider applying 5S principles to their workplace today.</p> <p>(Source: https://www.toyotaforklift.com/resource-library/blog/toyota-solutions/toyota-lean-management-and-5s)</p> <ol style="list-style-type: none"> i. What are the five principles of 5S in Toyota Lean Management, and how do they contribute to workplace efficiency? ii. How does the principle of 'Seiton' (Systematize) in the 5S process improve the flow and organization of a workspace? iii. Discuss the significance of 'Shitsuke' (Sustain) in the 5S process and why it is considered the most challenging aspect to maintain. <p style="text-align: center;">(OR)</p>	15	K6	CO5
b)	<p>Give an example of a company where the Kaizen principle has been adopted. Explain how they improved productivity and quality through this principle.</p>	15	K6	CO5