

12. (a) Discuss Deming's 14 points as a theory for quality management. What are the difficulties in Deming's principles?

Or

- (b) (i) What are the characteristics of quality circles? (8)
(ii) Discuss Taguchi's quality loss function. (8)

13. (a) (i) How is the reliability of a series system with n units calculated with the units independent of each other? (8)
(ii) What are the six big losses in production? Discuss in detail. (8)

Or

- (b) (i) What are the symptoms that signal the need for business process reengineering? (4)
(ii) Discuss in detail the principles of reengineering. (12)

14. (a) Explain the FMEA procedure for the design of the outer casing of a cell phone with FMEA table.

Or

- (b) How is an interrelationship diagram constructed? Explain its uses with an example.

15. (a) What are the seven habits of highly effective people? Discuss in detail with examples.

Or

- (b) (i) What are the conditions required for creating empowered environment? (6)
(ii) What are the common problems and solutions in the functioning of teams? Discuss any five points. (10)