

Printed Pages—2

EOE072

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 2785

Roll No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

B. Tech.

(SEM. VII) THEORY EXAMINATION- 2011-12

QUALITY MANAGEMENT*Time : 3 Hours**Total Marks : 100***Note :—** Attempt all **five** questions. Choice and marks are given below.

1. Attempt any **two** of the following : **(2×10=20)**
 - (a) Briefly describe about evolution of Quality.
 - (b) Define quality. How is quality built into the product ?
 - (c) Write short notes on any **two** :
 - (i) Prototype inspection
 - (ii) Vendor rating
 - (iii) Measuring instruments.

2. Attempt any **two** of the following : **(2×10=20)**
 - (a) What is 'House of Quality' ? Explain.
 - (b) Describe the various quality costs. Briefly describe each of them.
 - (c) With the help of charts show the setup of quality control department of an organisation.

EOE072/KIH-26129

[Turn Over

3. Attempt any **two** of the following : (2×10=20)
- (a) What are 'Quality circles'? How do they help in improving quality and increasing production?
 - (b) Briefly describe about control chart for percent defectives. What are UCL and LCL?
 - (c) What is Taguchi loss function?
4. Attempt any **two** of the following : (2×10=20)
- (a) What is MTTF? How is it different from MTBF?
 - (b) Define reliability. What are the various factors affecting reliability?
 - (c) What are the various human factors in quality improvement?
5. Attempt any **two** of the following : (2×10=20)
- (a) What are the various elements or clauses of ISO 9000 Quality Systems? Explain briefly.
 - (b) Differentiate between incoming inspection and process inspection.
 - (c) Briefly describe the role of documentation towards implementation of Quality System (ISO 9000).

EOE072/KIH-26129

57925