



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

PAPER ID : 199752

Roll No.

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B. Tech.

(SEM. VII) (ODD SEM.) THEORY

EXAMINATION, 2014-15

QUALITY MANAGEMENT

Time : 3 Hours]

[Total Marks : 100

Note : Attempt all Questions and each question carry equal marks.

1. Attempt any four parts of the following: **5x4=20**
- (a) Explain the concept of quality. How does this concept changed during recent years?
 - (b) Explain why is customers focuses so important in TQM ?
 - (c) What is the difference between quality planning, control and improvement?
 - (d) Explain the use of fishbone diagrams and Pareto chart.
 - (e) Explain the Malcolm Baldrige National Quality Award in terms of eligibility and criteria of evolution.
 - (f) What is after sales services? How claim analysis is done.

2. Attempt any **two** parts of the following : **10x2=20**

- (a) Explain the 7 QC Tools and their importance in TQM.
- (b) What are the costs of quality? Explain each component of cost of quality.
- (c) Explain the basic steps to design and factors to be considered for organisational structure for quality management.
- (d) What corrective methods can be adapted to improve quality due to human factor?

3. Attempt any **two** parts of the following : **10x2=20**

- (a) "An ISO certified company is a TQM company". Explain the statement.
- (b) What is the bath tub curve in detail?
- (c) What are elements of quality systems?
- (d) What is Taguchi's Quality loss function?

4. Attempt any **two** parts of the following : **10x2=20**

- (a) Explain the JIT Implementation and production system process.
- (b) Explain the process of bench marking. Is it effective in bringing organisational changes, justify.

(c) Explain operating characteristic of quality curves.

(d) Describe one maintenance organisation and administration with the help of neat sketch and show how they are interrelated.

5. Attempt any four parts of the following: **5x4=20**

- (a) What is value Engineering(VE)? Describe steps in VE
- (b) Explain SWOT analysis? Discuss the benefits of SWOT analysis.
- (c) What are the Kaizen concept and its application?
- (d) Explain objectives of PPC and how it is related with other departments.
- (e) Define AQL, AOQ, AOQL & LTPD. What does an AOQ curve indicate to users.
- (f) Establish the relationship between reliability, failure rate and MTBF.