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

Paper ID : 199372   Roll No.☐☐☐☐☐☐☐☐☐

B.TECH

(SEM. VII) THEORY EXAMINATION, 2015-16

QUALITY MANAGEMENT

[Time:3 hours]   [Total Marks:100]

Section-A

1. Note: Attempt all questions.   (2×10=20)

   (a)   What do you mean by quality?

   (b)   How excellence can be achieved by an organisation?

   (c)   Explain CL, UCL and LCL.

   (d)   What is failure cost?

   (e)   What do you mean by AQL?

   (f)   What is the use of C-chart?

   (g)   What is reliability product?

(h) Define mean time between failures.

(i) What is ISO?

(j) Give some demerits of JIT.

Section-B

Note: Attempt **any five**.   (10×5=50)

2. What do you understand by quality and quality characteristics?

3. Discuss the role of quality management implementation.

4. Describe the evaluation of suppliers.

5. Explain the economics of quality value and its contribution.

6. Explain the role of operator in quality.

7. What are the advantages and applications of FMEA/ FMECA?

8. Explain the evaluation of reliability.

9. What is the function of quality circles?

Section-C

Note: Attempt any two   (15×2=30)

10. What are the basic concepts of TQM? What is the role of top management?

11. Describe the various types of quality costs. What are hidden costs?

12. (a) What is ISO? What is ISO: 9000 quality system?

    (b) Discuss types of quality audits.

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