

**BTECH C. (SEM VII) THEORY EXAMINATION 2018-19**  
**QUALITY MANAGEMENT**

Time: 3 Hours

Total Marks: 100

Notes: Assume all missing data.

**Section-A**

1. Attempt all parts. (2x10=20)
- What is Quality?
  - What is vendor rating?
  - List out the eight important principals of TQM.
  - What is capacity verification
  - Define process capability study
  - What is Control Chart?
  - What is Zero Defect?
  - What is JIT?
  - Define 5s.
  - Define causes of operator's error.

**Section-B**

2. Attempt any Three questions from this section. (10x3=30)
- List out the reasons for transition from Quality Control phase to Quality Assurance phase.
  - Discuss the importance of inspection and calibration of measuring instruments as suggested in ISO 9001 standard.
  - What are quality procedures and why do we need to code them in black and white?
  - What for is acceptance sampling carried out? Give the details of single sampling plan for attributes stating the steps for its design.
  - What kind of responsibility management has towards implementation of quality systems in an industry?

**Section-C**

3. Attempt any one part of the following: (10x1=10)
- Discuss the aspect of Traceability with respect to corrective and preventive measures
  - Discuss the importance of having third party auditing of quality system implementation
4. Attempt any one part of the following (10x1=10)
- Calculate the probability of a equipment that will work for 500 Hrs and which consists of 4 sub-assemblies having following MTBF.

Sub-System	A	B	C	D
MTBF	5000 Hrs	13000 Hrs	15000 Hrs	15000 Hrs

- Define the Quality circle and explain its philosophy and benefits.
5. Attempt any one part of the following: (10x1=10)
- Discuss the various human factors that may affect the quality of a manufacturing organization.
  - What do you mean by cost of quality? Discuss various types of cost related to quality. How the total quality costs can be optimized for an organization.
- 6- Attempt any one part of the following: (10x1=10)
- Does the product and process design affect the product quality and cost? Discuss.
  - What is "customer feedback"? How does it affect quality of a product during sales and service?
7. Attempt any one part of the following: (10x1=10).
- What are duties of 'defect monitoring cell in a quality organisation?
  - How is quality maintained during procurement? How are the suppliers evaluated?