

Paper Id:

199702

Roll No:

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B. TECH.
(SEM VII) THEORY EXAMINATION 2019-20
QUALITY MANAGEMENT

*Time: 3 Hours**Total Marks: 100***Note:** Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

- 1. Attempt all questions in brief.** **2 x 10 = 20**
- a) Explain the term quality management.
 - b) What is preventive cost?
 - c) What is voice of customers?
 - d) What is quality circles?
 - e) Define ISO.
 - f) What are the benefits of TQM?
 - g) What are the important requirements of QS9000?
 - h) Define JIT.
 - i) Define MTBF.
 - j) What is failure cost?

SECTION B

- 2. Attempt any three of the following:** **10 x 3 = 30**
- a) Total quality management is a min set required for achieving all the principles of total quality. Do you agree? Explain.
 - b) Describe the various quality costs. Briefly describe each of them.
 - c) What corrective methods can be adapted to improve quality due to human factors?
 - d) Explain the evaluation of reliability.
 - e) What is Taguchi's Quality loss function?

SECTION C

- 3. Attempt any one part of the following:** **10 x 1 = 10**
- a) Briefly describe about evolution of quality.
 - b) What is prototype inspection? How is quality built into the product during design stage?
- 4. Attempt any one part of the following:** **10 x 1 = 10**
- a) Explain the economics of quality value and its contribution.
 - b) What is customer feedback? How does it affect quality of a product during sales and service?
- 5. Attempt any one part of the following:** **10 x 1 = 10**
- a) What do you understand by variables and attributes? Explain R-charts.
 - b) Briefly explain how the process improvement can be done using control charts.
- 6. Attempt any one part of the following:** **10 x 1 = 10**
- a) Discuss the types of quality audits.
 - b) Establish the relationship between reliability, failure rate and MTBF.
- 7. Attempt any one part of the following:** **10 x 1 = 10**
- a) An ISO certified company is a TQM company. Explain this statement.
 - b) Explain the JIT implementation and production system process.