

Code No: 128EY

R15

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD

B. Tech IV Year II Semester Examinations, July - 2019

TOTAL QUALITY MANAGEMENT

(Mechanical Engineering)

Time: 3 hours

Max. Marks: 75

Note: This question paper contains two parts A and B.

Part A is compulsory which carries 25 marks. Answer all questions in Part A. Part B consists of 5 Units. Answer any one full question from each unit. Each question carries 10 marks and may have a, b, c as sub questions.

PART - A

(25 Marks)

- 1.a) What is statistical quality control? [2]
- b) Write any three definitions of quality. [3]
- c) Define the term *customer*. [2]
- d) Why is customer important to organizations? [3]
- e) What are quality circles? [2]
- f) Give some applications of scatter diagram? [3]
- g) What do you understand by the term "cost of quality?" [2]
- h) Write a short note on appraisal cost. [3]
- i) What is ISO 9000? What is its significance? [2]
- j) How is ISO 9000 useful to multinational companies? [3]

PART - B

(50 Marks)

- 2.a) Describe the role of inspection in quality control.
 - b) "Quality means the degree of excellence." Explain. [5+5]
- OR**
3. What is statistical process control (SPC)? Explain its role in quality control. [10]

- 4.a) What are the parameters of measuring benchmarking? Discuss.
- b) List out the best practices of TQM toward customer satisfaction. [5+5]

OR

5. What do you understand by the term "customer focus?" Discuss how customer focus can enhance the customer satisfaction with suitable examples. [10]
6. Explain Ishikawa's fishbone diagram and scatter diagram. How are they used as tools of quality control? [10]

OR

7. How do quality circles make cause-and-effect analysis and the root cause analysis effective? Explain with an example. [10]

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8. List out various costs related to quality and explain the trade-off between them. [10]

OR

9. "Quality is free." Do you agree? Justify your answer. [10]
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10.a) Discuss the role of BIS in ISO

b) What are different types of memberships under ISO? Briefly describe. [5+5]

OR

11.a) Distinguish the terms quality assurance, quality audit, quality surveillance, and quality control.

b) What aspects do you consider to choose a certification body to ISO certification? [5+5]
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