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Code No: 138HC

R16

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD

B. Tech IV Year II Semester Examinations, December - 2020

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TOTAL QUALITY MANAGEMENT
(Common to CE, EEE, ECE, CSE, IT)

Time: 2 Hours

Max.Marks:75

Answer any Five Questions
All Questions Carry Equal Marks

AG 1.a) What are considered the four absolutes of quality? [7+8] A
b) What are the underlying assumptions and guiding principles of TQM?

- 2.a) What are the various features of quality?
b) What is the weakness of the 'policy of inspection' as a quality improvement measure? [7+8]

AG 3.a) What is the difference between 'competitive benchmarking' and 'functional Benchmarking'? [8+7] A
b) Distinguish between 'internal customers' and 'external customers'.

- 4.a) What are the operations and characteristics which should be compared during benchmarking?
b) What are the most important reasons for failures of benchmarking? [9+6]

AG 5.a) What are the roles of various functionaries of quality circle? [9+6] A
b) What is the role of check-sheet in locating quality problem?

6. Describe the organization structure for TQM implementation. [15]

AG 7.a) What is the step-by-step approach to conduct of cost of quality study in an organization? [9+6] A
b) What is process cost approach reporting cost of quality?

AG 8. What are the basic stages of ISO 9000 certification process? Explain the steps of assessment procedure by the certifying agency. [15] A

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