

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

PAPER ID : 2785

Roll No.

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B. Tech.

(SEM. VII) THEORY EXAMINATION- 2011-12

QUALITY MANAGEMENT

Time : 3 Hours

Total Marks : 100

Note :— Attempt all **five** questions. Choice and marks are given below.

1. Attempt any **two** of the following : (2×10=20)
 - (a) Briefly describe about evolution of Quality.
 - (b) Define quality. How is quality built into the product ?
 - (c) Write short notes on any **two** :
 - (i) Prototype inspection
 - (ii) Vendor rating
 - (iii) Measuring instruments.

2. Attempt any **two** of the following : (2×10=20)
 - (a) What is 'House of Quality' ? Explain.
 - (b) Describe the various quality costs. Briefly describe each of them.
 - (c) With the help of charts show the setup of quality control department of an organisation.

3. Attempt any **two** of the following : $(2 \times 10 = 20)$

- (a) What are 'Quality circles'? How do they help in improving quality and increasing production?
- (b) Briefly describe about control chart for percent defectives. What are UCL and LCL?
- (c) What is Taguchi loss function?

4. Attempt any **two** of the following : $(2 \times 10 = 20)$

- (a) What is MTTF? How is it different from MTBF?
- (b) Define reliability. What are the various factors affecting reliability?
- (c) What are the various human factors in quality improvement?

5. Attempt any **two** of the following : $(2 \times 10 = 20)$

- (a) What are the various elements or clauses of ISO 9000 Quality Systems? Explain briefly.
- (b) Differentiate between incoming inspection and process inspection.
- (c) Briefly describe the role of documentation towards implementation of Quality System (ISO 9000).