

(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) ODD SEMESTER THEORY EXAMINATION 2012-13

**QUALITY MANAGEMENT**

Time : 3 Hours

Total Marks : 100

Note : Attempt all **FIVE** questions. Choice and marks are given.

1. Attempt any **TWO** of the following : (2×10=20)
  - (a) What are the basic concept of TQM ? What is the role of Top Management ?
  - (b) What is prototype inspection ? How is quality built into the product during design stage ?
  - (c) How is quality maintained during procurement ? How are the suppliers evaluated ?
2. Attempt any **TWO** of the following : (2×10=20)
  - (a) Briefly describe the various techniques of manufacturing. What is 'patrolling inspection' as referred to manufacturing ?
  - (b) What is "customer feedback" ? How does it affect quality of a product during sales and service ?
  - (c) What is 'quality function deployment' ? Briefly describe about 'House of Quality'.

3. Attempt any **TWO** of the following : (2×10=20)
- (a) What are control charts ? How do they help to reduce rejection rate ?
  - (b) Describe the various types of quality costs. What are hidden costs ?
  - (c) What are the various modern methods for improvement of quality ?
4. Attempt any **TWO** of the following : (2×10=20)
- (a) What are the duties of 'defect monitoring cell' in a quality organisation ?
  - (b) What steps you would take to enforce zero defect concept in an existing system of quality ?
  - (c) What are 'Quality Circles' ? How are they used to solve a problem ?
5. Attempt any **TWO** of the following : (2×10=20)
- (a) If ISO 9000 Quality System is to be enforced in an organisation, what preparations are required ?
  - (b) What are process capability studies ? Define  $C_p$  and  $C_{pk}$ .
  - (c) Write short notes on any **TWO** :—
    - (i) JIT
    - (ii) Taguchi methods
    - (iii) Human factors in quality.