Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐   Total No. of Pages : 02

Total No. of Questions : 07

B.Tech. Ind. Engg. & Mgt. (Spl. in TQM)   (Sem.–3)
QUALITY IMPROVEMENT TOOLS
Subject Code : IEM-304
M.Code : 61014

Time : 3 Hrs.   Max. Marks : 40

INSTRUCTIONS TO CANDIDATES :
1. Attempt Any EIGHT questions from SECTION-A carrying TWO marks each.
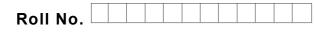2. Attempt Any FOUR questions out of SIX questions from SECTION-B carrying SIX marks each.

SECTION-A

Q1. Answer briefly :

a) Give difference between creativity and innovation.

b) Define the term problem statement with respect to an organization.

c) List down general guidelines for constructing a flow diagram.

d) Discuss the analogy of brainstorming in company.

e) Discuss the concept of scatter diagram using example.

f) List down general procedure for constructing histogram.

g) Give the significance of pareto diagram.

h) What is the difference between attribute and variable data?

i) Discuss the relevance of creativity to quality improvement in an organization.

j) Discuss in brief various elements of effective problem solving in a company.

SECTION-B

2. Discuss various application of quality improvement tools used by manufacturing organizations.

3. Discuss various elements of innovations for quality improvement and also explain its potential pitfalls.

4. Discuss various types of data collection forms used by a company to collect data from market customers.

5. Using a suitable example discuss the concept of stratification of the data.

6. Discuss the significance of using histogram as a quality improvement tool using suitable example.

7. Taking a suitable example list down general methods to construct a pareto diagram.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.