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Total No. of Pages : 02

Total No. of Questions : 16

B.Tech. (Ind. Engg. & Mgt. (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 out of TEN Questions from SECTION-A carrying THREE marks each.
2. Attempt any FOUR out of SIX questions from SECTION-B carrying NINE marks each.

SECTION-A**Answer briefly :**

- 1) Define quality. Name the three levels of quality.
- 2) Differentiate between creativity vs. innovation.
- 3) Differentiate between service quality and product quality.
- 4) Name the seven QC tools..
- 5) What is the difference between checklist and check sheet?
- 6) Explain the symbols used in construction of flow diagrams.
- 7) Explain the advantages and pitfalls of flow diagrams.
- 8) What is a histogram and why is it useful?
- 9) What are the areas of application of the stratification technique?
- 10) What are the 4 rules of brainstorming?

SECTION-B

- 11) Explain various types of problem-solving approaches used by organizations in their improvement efforts. Compare and contrast their approaches.
- 12) How do organizations identify the type of problem-solving approach that they use in their improvement efforts? Compare and contrast their approaches.
- 13) What do you understand by 5W & 1H technique for achieving quality improvement? Explain the applications of this technique giving an appropriate examples.
- 14) What is Box Plot analysis and how it can be interpreted? Explain the steps involved in construction of Box Plot analysis giving an appropriate example.
- 15) Develop cause-and-effect diagrams for any one of the following problems :
 - a) Road accident.
 - b) Poor exam grades.
- 16) What is Pareto analysis and how is it used in analyzing quality cost data?

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.