

Code: 9A03803

R09

B.Tech IV Year II Semester (R09) Advanced Supplementary Examinations June/July 2016

TOTAL QUALITY MANAGEMENT

(Mechanical Engineering)

Time: 3 hours

Max. Marks: 70

Answer any FIVE questions
All questions carry equal marks

- 1 (a) Present chronological evolution of total quality management.
(b) Write brief notes on importance of internal and external customers in quality management.
- 2 (a) What is the need of 'Standardization'?
(b) Explain ISO certification process.
- 3 (a) Explain importance of database in quality measurement systems.
(b) Enumerate and explain 7 QC tools.
- 4 (a) How can one use order of precedence in problem solving?
(b) Develop failure mode assessment and assignment matrix for problem of 'Personal Computer system not working'.
- 5 (a) Explain concept of quality circles.
(b) Construct Fishbone diagram for 'No water supply to hostel'.
- 6 (a) Show how 'House of quality' translates the voice of customer in to design requirements.
(b) Write brief notes on 'Taguchi analysis'.
- 7 (a) Write short notes on 'Value improvement elements'.
(b) Write brief notes on 'Business process reengineering'.
- 8 Explain applications of 'Six Sigma approach for quality'.
