

Code: 9A03803

R09

B.Tech IV Year II Semester (R09) Regular & Supplementary Examinations April 2016

TOTAL QUALITY MANAGEMENT

(Mechanical Engineering)

Time: 3 hours

Max. Marks: 70

Answer any FIVE questions
All questions carry equal marks

- 1 (a) Define total quality management. Explain elements of TQM.
(b) Write a brief note on 'Continuous improvement'.
- 2 (a) Define 'Standardization'. Enumerate various bodies of standardization.
(b) Write a brief note on 'ISO 9000' series certification.
- 3 (a) Explain salient steps in developing quality measurement systems.
(b) Enumerate various TQM tools and techniques used for quality measurement.
- 4 (a) Explain scientific method of problem solving.
(b) Present fault tree analysis of problem of 'Un employability of Engineers'.
- 5 (a) What is 'Focus Team Approach'?
(b) Explain various tolls used in statistical process control.
- 6 (a) Describe the process of quality function deployment.
(b) Write brief notes on 'KAIZEN'.
- 7 (a) Write brief notes on 'Value Improvement'.
(b) Write brief notes on supply chain management.
- 8 Explain concept of 'Six Sigma' in detail.
