

R13
Code No: 118EY
JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD
B. Tech IV Year II Semester Examinations, May - 2019
TOTAL QUALITY MANAGEMENT
(Mechanical Engineering)
Time: 3 hours
Max. Marks: 75
Note: This question paper contains two parts A and B.

Part A is compulsory which carries 25 marks. Answer all questions in Part A. Part B consists of 5 Units. Answer any one full question from each unit. Each question carries 10 marks and may have a, b, c as sub questions.

PART - A
(25 Marks)

- 1.a) Why is inspection called just a screening process? [2]
- b) Define quality. [3]
- c) How does process control enable better quality than product control? [2]
- d) Who is an internal customer? [3]
- e) What does scatter diagram reveal? [2]
- f) What is Pareto Principle? [3]
- g) Give two examples of quality appraisal costs. [2]
- h) Give three components of external failure costs. [3]
- i) Are ISO 9000 standards, process based or product based? [2]
- j) What is ISO 9004 standard about? [3]

PART - B
(50 Marks)

2. Construct the number of defect chart for the data given below:

Sub group	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	25	25
No. of defect	2	3	0	1	3	5	3	1	2	2	0	1	0	2	4	1	2	0	3	2	1	4	0	0	3

Mark the central level, UCL and LCL and plot.

[10]

OR

- 3.a) What is acceptance sampling? What are its advantages and disadvantages?
- b) What are the benefits of TQM? [5+5]

- 4.a) Define benchmarking.

- b) Explain the process of benchmarking. [3+7]

OR

- 5.a) Who is customer? What is customer satisfaction?

- b) What is vendor rating? [5+5]

- 6.a) What is fishbone diagram? What purpose does it serve?

- b) Explain briefly what is meant by quality circle. [5+5]

OR

- 7.a) How does Check- sheet serve as TQM tool?

- b) What is the role of teams in organizing for TQM? [5+5]

- 8.a) What is the importance of analyzing quality cost information?
b) What is the need for separate quality accounting system? [5+5]
- OR**
9. Discuss the various types of quality costs. [10]
- 10.a) Explain the benefits of ISO certification.
b) What is quality policy statement? [5+5]
- OR**
11. What are the various quality-documentation requirement for ISO 9000 certification?[10]

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