

R09

Code No: C3307, C0409

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD

M.Tech I - Semester Examinations March/April-2011

TOTAL QUALITY MANAGEMENT

(COMMON TO ADVANCED MANUFACTURING SYSTEMS, CAD/CAM)

Time: 3hours

Max.Marks:60

**Answer any five questions
All questions carry equal marks**

- 1(a) Write a note on Product inspection Vs Process control.
(b) Discuss the concept of TQM and its significance in business performance. [12]
- 2(a) Write a note on the communication, culture, and management systems.
(b) What do you understand by customer satisfaction? How does it affect the marketing and sales? [12]
- 3(a) Discuss the pitfalls of bench marking.
(b) What are the internal customer conflicts usually encountered in industry? [12]
- 4(a) Write a note on buyer – supplier relationships.
(b) What do you understand by “Quality focus”? Explain. [12]
- 5(a) Discuss the various methods of measuring productivity.
(b) Explain method of organizing for TQM by the systems approach. [12]
- 6(a) Write a note on Management systems vs. Technology.
(b) What are quality circles? Explain. [12]
- 7(a) What are quality costs? How are they measured?
(b) What is the use of quality cost information in improving the business performance of the organization? [12]
- 8(a) What are the benefits of ISO 9000 certification? Explain.
(b) What is third party audit? How is it done? [12]

----o0o----