

Code: 9A03803

**R09**

B.Tech IV Year II Semester (R09) Advanced Supplementary Examinations, July 2013

**TOTAL QUALITY MANAGEMENT**

(Mechanical Engineering)

Time: 3 hours

Max. Marks: 70

Answer any FIVE questions

All questions carry equal marks

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- 1 Discuss in detail Edward Deming's 14 points approach for total quality.
- 2 (a) Define quality standards.  
(b) What is the need for ISO certification? Discuss in brief.  
(c) Define third party audit.
- 3 Discuss in detail QC tools.
- 4 (a) Define problem solving techniques.  
(b) Explain fault tree analysis.  
(c) Discuss in brief FMEA.
- 5 (a) Define quality circles.  
(b) Discuss cause and effect diagram with a neat sketch.  
(c) Differentiate between control charts for variables and control charts for attributes.
- 6 (a) Explain QFD with a neat sketch.  
(b) What is Taguchi's loss function? Discuss in brief.  
(c) Draw a neat sketch of Deming cycle.
- 7 (a) What is the importance BPR? Discuss in detail.  
(b) Discuss the elements of SCM.
- 8 Explain the procedure to apply six sigma in a service organization.

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