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Raj Kumar Goel Institute of Technology-016
B. TECH HAZIABAD

SEVENTH SEMESTER EXAMINATION, 2003-2004
TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Total Marks : 100

Note : (1) Attempt ALL questions.

(2) Suitably assume missing data, if any.

1. Attempt any TWO parts of the following :— (10×2=20)
 - (a) Discuss the concept of Total Quality Management.
 - (b) Describe the elements of Quality of Conformance.
 - (c) What is Inspection ? Discuss its different aspects.

2. Attempt any TWO parts of the following :— (10×2=20)
 - (a) Discuss the factors influencing the designing the organisation structure for the Management of Quality.
 - (b) TQM is a "Customer-driven quality". Discuss this quality policy statement of the Top Management.
 - (c) Discuss Total Waste Elimination as a step towards IQM.

3. Attempt any TWO of the following parts :— (10×2=20)
 - (a) What are Shewhart's Control Charts ? Explain how they are used to reduce the production of defectives in a factory.

151

and number of defectives on visual inspection of 10 samples of a certain product
sample size = 200 :—

| | | | | | | | | | | |
|----------------------|----|----|----|---|---|---|---|---|---|----|
| Production order no. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| No. of Defectives | 10 | 14 | 20 | 6 | 8 | 4 | 6 | 4 | 2 | 6 |

Construct per cent defective chart. Show how many points are falling outside the control limits.

(c) Write a note on D-chart.

4. Attempt any TWO of the following :— (10×2=20)

- Explain MTTF with an example.
- Write a note on Quality Circles.
- Discuss the methods adopted to evaluate Reliability.

5. Attempt any TWO of the following :— (10×2=20)

- Distinguish Taguchi's approach to assure quality from the traditional Quality Assurance procedures.
- What is difference between ISO 9001, 9002, & 9003 ?
- What is Deming 14 Point Programme ?