

R18

Code No: 158DW

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD**B. Tech. IV Year II Semester Examinations, June - 2024****TOTAL QUALITY MANAGEMENT****(Common to CE, EEE, ME, ECE)****Time: 3 Hours****Max. Marks: 75**

- Note:** i) Question paper consists of Part A, Part B.
ii) Part A is compulsory, which carries 25 marks. In Part A, Answer all questions.
iii) In Part B, Answer any one question from each unit. Each question carries 10 marks and may have a, b as sub questions.

PART – A**(25 Marks)**

- 1.a) What is the purpose of quality statement? [2]
b) What is inspection by variable? Which are the appropriate control charts for inspection by variable? [3]
c) What is process benchmarking? [2]
d) What are the main factors to be considered for supplier rating? [3]
e) What does basically a scatter diagram reveal? [2]
f) What is a quality circle? [3]
g) What is quality cost of conformance? [2]
h) What is the need for information on quality costs? [3]
i) Who are the certifying agencies for ISO 9000 standards in India? [2]
j) What is the need for having internal quality audit for ISO 9000 certification? [3]

PART – B**(50 Marks)**

- 2.a) What are the dimensions of quality?
b) Briefly explain the activities involved in quality control. [5+5]
OR
3.a) What is the role of inspection in quality assurance?
b) What are type I and type II errors in acceptance sampling? [5+5]
4.a) Explain in detail Kano's model of customer satisfaction.
b) Brief on the concept of quality focus with an example. [5+5]
OR
5.a) What is a benchmark? How is it set?
b) What do you understand by the term 'levels of benchmarking'? [5+5]
6.a) What are the steps for constructing cause and effect diagram? What are its advantages?
b) Describe the importance of quality circles in TQM. [5+5]
OR
7.a) Briefly explain the systems approach to organizing for TQM.
b) What is the role of teams in organizing for TQM? [5+5]

- 8.a) What are the problems in collection and reporting quality costs?
b) What is 'quality appraisal cost'? Provide examples. [5+5]
- OR**
- 9.a) What are the broad classifications of quality costs?
b) How do you arrive at optimum quality cost? [5+5]
- 10.a) What are the different type of organizations to which ISO 9000 standards are applicable?
b) What are the elements of ISO 9000 quality systems? [5+5]
- OR**
11. Describe briefly ISO 9000, 9001 and 9004: 2000 quality standards. [10]

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