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BTECH
(SEM VIII) THEORY EXAMINATION 2023-24
QUALITY MANAGEMENT

TIME: 3 HRS**M.MARKS: 100**

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A**1. Attempt all questions in brief.****2 x 10 = 20**

| Q no. | Question | Marks | CO |
|-------|---|-------|----|
| a. | Define Quality and Quality management. | 02 | 1 |
| b. | Explain claim analysis. | 02 | 1 |
| c. | Describe quality function. | 02 | 2 |
| d. | Outline Appraisal cost. | 02 | 2 |
| e. | Describe control chart's upper control limit (UCL) and lower control limit (LCL). | 02 | 3 |
| f. | Explain the role of control charts in quality analysis applications. | 02 | 3 |
| g. | Describe reliability with example. | 02 | 4 |
| h. | Describe Defect identification and resolution. | 02 | 4 |
| i. | Contrast need of Quality management system. | 02 | 5 |
| j. | Define Quality Audit. | 02 | 5 |

SECTION B**2. Attempt any three of the following:****3 x 10 = 30**

| | | | |
|----|--|----|---|
| a. | Describe the Quality concept in design. Explain the process of the "review of design". | 10 | 1 |
| b. | Explain Quality function and the process of deployment of quality function in an organization. | 10 | 2 |
| c. | Explain the construction of R charts. Discuss with some example. | 10 | 3 |
| d. | Explain "zero-defect". Explain the role of zero defect policy in achieving the highest standards of quality. | 10 | 4 |
| e. | Describe Quality Audit and its types in detail. | 10 | 5 |

SECTION C**3. Attempt any one part of the following:****1 x 10 = 10**

| | | | |
|----|---|----|---|
| a. | Discuss the TQM Modern concept. Explain the dimensions of the quality. | 10 | 1 |
| b. | Discuss the following terms Quality in sales and services 2) Guarantee 3) Analysis of claims | 10 | 1 |

4. Attempt any one part of the following:**1 x 10 = 10**

| | | | |
|----|--|----|---|
| a. | Contrast the statement "Quality is free". If some organization is investing capital to achieve quality standards then how quality is free in long run. | 10 | 2 |
| b. | Contrast the role of human Factor in quality Attitude of top management. Also explain how the leadership attitude of top management affects quality. | 10 | 2 |



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Subject Code: KOE085

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BTECH
(SEM VIII) THEORY EXAMINATION 2023-24
QUALITY MANAGEMENT

TIME: 3 HRS**M.MARKS: 100****5. Attempt any one part of the following:****1 x 10 = 10**

| | | | |
|----|--|----|---|
| a. | How does the acceptance sampling by variables differ from that by attributes? Explain. | 10 | 3 |
| b. | Explain the construction of P charts. Discuss with some example. | 10 | 3 |

6. Attempt any one part of the following:**1 x 10 = 10**

| | | | |
|----|---|----|---|
| a. | Illustrate MTTF (Mean Time To failure), MTTR (Mean time to repair) and MTBF (Mean Time between failures). Let the failure rate of a railway engine is 0.0002 failure/hr. Find MTTF of the railway engine. | 10 | 4 |
| b. | Illustrate the defect management process. Explain the various steps involved the defect management process. | 10 | 4 |

7. Attempt any one part of the following:**1 x 10 = 10**

| | | | |
|----|--|----|---|
| a. | Describe ISO 9000 family. Describe the ISO8402, 9000, 9001, 9002, 9003 and 9004 in detail. | 10 | 5 |
| b. | Describe JIT approach to minimize the waste in manufacturing. Explain the need of JIT. | 10 | 5 |