Code: 13A03606

R13

B.Tech III Year II Semester (R13) Regular & Supplementary Examinations May/June 2017

TOTAL QUALITY MANAGEMENT

(Mechanical Engineering)

Time: 3 hours Max. Marks: 70

PART – A

(Compulsory Question)

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1 Answer the following: (10 X 02 = 20 Marks)

(a) Define quality cost. Mention four categories of quality cost.
(b) Mention any four principles of TQM.
(c) Name the 5's (five's) in TQM.
(d) Define kaizen.
(e) Mention the measures of central tendency and dispersion.
(f) What are the advantages of process chart?
(g) Define bench marking.
(h) What does Deming cycle stand for?
(i) What are the advantages of reengineering?
(j) What is DPMO on six sigma project?

PART – B

(Answer all five units, 5 X 10 = 50 Marks)

UNIT – I

2 Write fourteen steps of Deming's philosophy for improving quality, productivity and competitiveness.

OR

3 Discuss about the basic concepts and the three elements of TQM.

UNIT – II

4 Explain about quality measuring system with suitable case study.

OR

5 Explain any two total quality management tools with example.

UNIT – III

6 Explain in detail about the FMEA procedure.

OR

7 Briefly explain the structure of a quality circle.

UNIT – IV

8 Explain the Taguchi's Quality Loss Function.

OR

9 Explain about Poka-Yoke with suitable case study.

UNIT – V

10 Compare the two important approaches in six sigma.

OR

11 Discuss about the elements of supply chain management.

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