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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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**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