



National Institute of Technology Agartala

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Admit Card (Mid-Term)

Name of Student : **PRAVASH PURKAYASTHA**
Enrollment No. : **19UPE035**
Degree : **BACHELOR OF TECHNOLOGY**
Academic Exam : **EVEN 2021-22**
Session :
Section :
Programme : **PRODUCTION ENGINEERING**
Scheme : **SIXTH SEMESTER PRODUCTION ENGINEERING(2013 NEW)**



The courses in which he/she appearing for the examination are mentioned below

CODE	SUBJECT NAME	CREDITS	TYPE	SIGNATURE
UPE06B19	MACHINE TOOL DESIGN	3	Theory	
UPE06B18	MANUFACTURING PROCESS-II	3	Theory	
UPE06B20	OPERATIONS RESEARCH	3	Theory	
UPE06E01	ELECTIVE-I	3	Theory	
UPE06B22	Automation, CNC and Robotics	3	Theory	
UPE06P28	MANUFACTURING PROCESS-II LAB	2	Practical	
UPE06P31	SEMINAR ON ASSIGNED TOPICS	2	Practical	
UPE06P29	MACHINE TOOL SYSTEM LAB	2	Practical	
UPE06P30	AUTOMATION AND CONDITION MONITORING LAB	2	Practical	

Signature of Student

Associate Dean(Exam.)

- Do not bring programmable calculators, mobile phones or other electronic gadgets etc in the examination hall.
- Do not write anything in the Admit Card.
- All should bring Institute Identity card during examination .

B.Tech 6th Sem Mid Term Examination, 2022.

Name of the Subject: (Alternative I) Total Quality Management

Paper Code: UPE06000

Enroll no: 19UPE035

Name: Pravash Purkayastha

Date: 07/03/2022

Time: 1 hr

Contd.

Pravash Puriyath

19 UPB035

07/03/2021

① Answer

Demings 14 points on route to quality.

1. Create and Publish the aims and purpose of the organisation
2. Learn the new philosophy
3. Understanding the Purpose of Inspection
4. Stop awarding business based on Price alone
5. Improve constantly and forever the system
6. Institute training
7. Teach and Institute leadership
8. Drive out fear, create trust, and create a climate for innovation
9. Optimize the efforts of Teams, Groups and Staff areas.
10. Elimination Exhortations for Work force.
11. Eliminate Numerical quotas for the Work force.
12. Remove barriers that rob people of pride of workmanship
13. Encourage Education and self improvement
14. Take action to accomplish the transformation.

② Answer

Pooja Pandey
19VPB035
27/03/2022

Juran's Five Important Principles for achieving quality

① Build awareness of need and opportunities

- Survey the employees, find why errors are made
- After a week, select the top ten reasons
- Decide how to make sure those mistakes causing steps are not repeated
- Keep track of the number of mistakes being made, make sure they are decreasing

② Set Goals for improvement :-

Establish specific goals to be reached

- Establish plans for reaching the goals
- Assign clear responsibility for meeting the goals
- Base the rewards on results achieved

③ Organize to reach the goal :-

- Establish quality councils
- Identify problems
- Select projects
- Appoint team
- Designate facilitators.

④ Providing Training

Praveen Prakashan
19 APR 2022
07/03/2022

Investment in education and training will fetch rewards

⑤ Carry out Projects to solve Problems:-

- Large Break-through Improvements through interdepartmental or even Cross-functional teams.
- Tackle the Chronic Problems for Break-through Improvements
- Vital few Problems create the Break throughs

③ Main Contribution of Philip Crosby towards development of TQM :- Pratik P

Answer CROSSBY'S CONTRIBUTION (Four absolutes of Quality)

④ Four absolutes of ^{Quality} Phillip Crosby's :-

- ① The definition of quality is Conformance to requirements not goodness.
- ② The system for causing quality is preventive not appraisal.
- ③ The measurement of quality is the price of non-conformance not index.

CROSBY'S CONTRIBUTION (14 Steps to Quality) 07/03/2021

Steps

- Step 1: Establish and ensure management Commitment
- Step 2: Form quality improvement teams (QIT)
for quality improvement. Process Planning and administration.
- Step 3: Establish Quality measurement
- Step 4: Evaluate the Cost of quality and explain its use as a management tool to measure waste
- Step 5: Raise quality awareness among all employees
- Step 6: Take action to correct problems identified through previous steps.
- Step 7: Establish a zero defect committee and Program
- Step 8: Train supervisors and managers on their roles and responsibilities in the quality improvement process
- Step 9: Hold a zero defect day to reaffirm management commitment.
- Step 10: Encourage individuals and groups to set improvement goals
- Step 11: Obstacle report by employees
- Step 12: Recognize and appreciate all participants
- Step 13: Establish quality council to discuss quality matters on a regular basis.

contd. (Cronin's 14 steps)

Step 14: Do it all over again to demonstrate
that improvement has no end

CROSSBY'S CONTRIBUTION :- (Quality Vaccine Proposed by Philip Crosby)

(c) Quality Vaccine :-

The Vaccine is explained as medicine for management to prevent poor-quality. It has five sections

(i) Integrity - Treat quality seriously throughout the whole business organization from top to bottom

(ii) Systems :- Appropriate measures and systems should be put in place for quality cost, education, quality, performance, review and Interview and customer satisfaction.

(iii) Communication :- it is most important to communicate requirements and specifications, and improvement opportunities around the organization

(iv) Operations :- Work with and develop suppliers. Process should be capable and improvement-culture should be the norm.