

Code No: R194203P

R19

Set No. 1

IV B.Tech II Semester Regular Examinations, April- 2023

TOTAL QUALITY MANAGEMENT

(Open Elective)

Time: 3 hours

Max. Marks: 75

*Answer any FIVE Questions
ONE Question from Each unit
All Questions Carry Equal Marks*

UNIT – I

- 1 a) What are the various features of quality? [7]
b) What is the weakness of the 'policy of inspection' as a quality improvement measure? [8]

OR

- 2 What are the key factors that influence the performance of a business, and how can they be measured and improved? [15]

UNIT - II

- 3 a) Discuss the importance of quality on sales and marketing. [8]
b) Write note on PDCA cycle. [7]

OR

- 4 Benchmarks are only metrics for best practices in Industry. If you intend to be a leader in the field, you need to be better than the best. Comment on the statement. [15]

UNIT - III

- 5 a) What are the roles are various functionaries of quality circle? [7]
b) What is the role check-sheet in locating quality problem? [8]

OR

- 6 a) Write a note on Systems approach to TQM. [7]
b) Discuss: Stratification, check sheet, Scatter diagram. [8]

UNIT - IV

- 7 a) List and discuss various costs of quality. [7]
b) To what extent accounting system contribute in building quality? [8]

OR

- 8 a) What are the measures commonly used for product quality? [7]
b) What are the major uses of information on quality cost? [8]

UNIT - V

- 9 a) How does ISO 9000 certification lead to tangible benefits for the organization? [7]
b) Explain the following terms: i) Quality manual ii) Quality policy. [8]

OR

- 10 What are the basic stages of ISO 9000 certification process? Explain the steps of assessment procedure by the certifying agency. [15]



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Max. Marks: 75

*Answer any FIVE Questions
ONE Question from Each unit
All Questions Carry Equal Marks*

UNIT – I

- 1 a) What is acceptance sampling? What are its advantages and disadvantages? [9]
b) What are the benefits of TQM? [6]

OR

- 2 Discuss the difference between traditional quality management and modern quality management. [15]

UNIT - II

- 3 a) Who is customer? What is customer satisfaction? [8]
b) What is vendor rating? How it is given? [7]

OR

- 4 Define benchmarking and explain the process of benchmarking. [15]

UNIT - III

- 5 a) How does Check- sheet serve as TQM tool? [7]
b) What is the role of teams in organizing for TQM? [8]

OR

- 6 Describe the organization structure for TQM implementation. [15]

UNIT – IV

- 7 a) What is the importance of analyzing quality cost information? [7]
b) What is the need for separate quality accounting system? [8]

OR

- 8 How do different industries and business models affect the cost of quality, [15]

UNIT - V

- 9 a) Explain the benefits of ISO certification. [9]
b) What is quality policy statement? [6]

OR

- 10 What are the various quality documentation requirements for ISO 9000 certification? [15]



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Set No. 3

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TOTAL QUALITY MANAGEMENT

(Open Elective)

Time: 3 hours

Max. Marks: 75

*Answer any FIVE Questions
ONE Question from Each unit
All Questions Carry Equal Marks*

UNIT – I

- 1 a) Briefly narrate the history and development of quality management. [8]
b) What are the objectives of quality control? [7]

OR

- 2 What are the various statistical control charts and for which purpose do you apply them? [15]

UNIT - II

- 3 a) Discuss about buyer-supplier relationships towards building quality. [7]
b) Distinguish between 'internal customers' and 'external customers'. [8]

OR

- 4 What are the best practices and benchmarks used by leading companies in a particular industry? [15]

UNIT - III

- 5 a) What are the main considerations in development of total quality organization? [7]
b) What is the general structure of cause and effect diagram? [8]

OR

- 6 Explain Ishikawa's fishbone diagram and scatter diagram. How are they used as tools of quality control? [15]

UNIT – IV

- 7 a) What are the problems of measuring quality costs accurately? [7]
b) What is process cost approach? Explain. [8]

OR

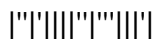
- 8 What is the step-by-step approach to conduct of cost of quality study in an organization? [15]

UNIT - V

- 9 a) Discuss in detail standards of ISO9000 series. [10]
b) What is cost of ISO certification? [5]

OR

- 10 How can a company effectively implement and maintain compliance with ISO 9000 standards to enhance its quality control processes and improve overall performance? [15]



IV B.Tech II Semester Regular Examinations, April– 2023**TOTAL QUALITY MANAGEMENT****(Open Elective)****Time: 3 hours****Max. Marks: 75**

*Answer any FIVE Questions
ONE Question from Each unit
All Questions Carry Equal Marks*

***********UNIT – I**

- 1 a) Why inspection doesn't add value to the quality? If then, what purpose is served by it? [8]
b) How does one develop quality culture in an organization? [7]

OR

- 2 How can statistical quality control methods be effectively implemented in a manufacturing process to ensure consistent quality, reduce defects, and optimize efficiency? [15]

UNIT - II

- 3 a) What are the operations and characteristics which should be compared during benchmarking.? [8]
b) Discuss benefits and pitfalls of benchmarking. [7]

OR

- 4 What do you understand by the term "customer focus?" Discuss how customer focus can enhance the customer satisfaction. [15]

UNIT - III

- 5 a) How can business process re-engineering be utilized to improve productivity and efficiency in a company? [8]
b) Discuss: Stratification, check sheet and Scatter diagram. [7]

OR

- 6 How can a company effectively implement total quality management (TQM) principles and practices to improve the quality of its products or services, increase customer satisfaction? [15]

UNIT – IV

- 7 a) What is the use of quality cost information? Where do you obtain each quality cost? [8]
b) What is quality management? How do you measure Quality cost? [7]

OR

- 8 "Cost of Quality is the term that is most widely used and most widely misunderstood"? Critically evaluate the statement. [15]

UNIT - V

- 9 a) Discuss "ISO 9000" What are its objectives and benefits? [8]
b) How do you document services associated with ISO9000 series? [7]

OR

- 10 Are of ISO 9000 standards based on product quality or process quality? What are the four document levels needed for the certification? Briefly explain each of them. [15]