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Roll No

MMCM -302(B)

M.E./M.Tech., III Semester Examination, June 2016

Total Quality Management (Elective-II)

Time : Three Hours

Maximum Marks: 70

- Note:** i) Attempt any five questions.
ii) All questions carry equal marks.
iii) Tabel G is permitted.

1. a) What are the determinants of service quality? Why is it difficult to measure service quality? What dimension of service quality is more critical in Hospital service?
b) What are the seven phases in the development of TQM?
2. a) What are the common benefits of Re-engineering the business process?
b) Why are cost of quality programmes valuable to manager?
3. a) Using a schematic diagram, explain the five phases of SQM.
b) Explain how to build quality culture in an organisation.
4. a) What are the various benefits of Kaizen? Compare Kaizen with innovation.
b) What do you mean by Poka-Yoke? Prepare brief note on quality of working life.
5. a) Discuss the typical application of the new seven tools in quality improvement.
b) What are the six sigma training hierarchies?
6. a) Compare variables and attributes chart.
b) A control charts for defects per unit U uses probability limits corresponding to probabilities of 0.975 and 0.025. The control line on control chart is $U' = 2.0$. The limits vary with the value of n. Determine the correct position of these upper and lower limit when $n = 5$.
7. In a double sampling plan $N = 5000$, $n_1 = 100$, $c_1 = 0$, $n_1 + n_2 = 200$ and $c_2 = 1$
 - i) Use table G to compute the probability of acceptance of a 1% non conforming lot.
 - ii) Assume that a lot rejected by the proposed sampling plan will be 100% inspected. What will be the AOQ if submitted lot are 1% non conforming.
 - iii) What is % AOQ?
8. Write short notes on (any three)
 - a) Concurrent Engineering
 - b) ISO-9000
 - c) The Dodge-Roaming plan
 - d) Quality circle