R16

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD
B. Tech IV Year II Semester Examinations, July - 2021
TOTAL QUALITY MANAGEMENT
(Common to EEE, CSE, IT)

Time: 3 Hours   Max.Marks:75

Answer any Five Questions
All Questions Carry Equal Marks
- - -

1.a) How is quality assurance different from quality improvement?
 b) What is acceptance sampling? What is its significance?   [8+7]

2. What are the various types of 'control charts' used in industries?   [15]

3.a) Why is benchmarking done?
 b) What are the different types of benchmarking?   [9+6]

4.a) What are the various stages in supplier selection?
 b) Why is it important to measure customer's perception of quality?   [9+6]

5. Discuss the evolution and growth of quality circles in Japan and India.   [15]

6.a) What is bottom-up approach to 'quality problem identification'?
 b) What is the sequence of steps in preparation of scatter diagram?   [7+8]

7.a) What is meant by cost internal failures? List the components cost of internal failures.
 b) What are the different costs of appraisal?   [9+6]

8.a) Why is ISO 9000 important?
 b) What is the process of qualifying for ISO 9000 certification?   [7+8]

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