

Code No: 138HC

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JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD

B. Tech IV Year II Semester Examinations, September - 2020

TOTAL QUALITY MANAGEMENT

(Common to EEE, CSE, IT)

Time: 2 Hours

Max. Marks: 75

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

1. What are the various statistical control charts and for which purpose do you apply them? [15]
- 2.a) Why inspection doesn't add value to the quality? If then, what purpose is served by it?
b) How does one develop quality culture in an organization? [7+8]
3. Trace briefly the evolution of benchmarking. [15]
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]
5. What is quality circle? What are its significant characteristics? [15]
- 6.a) What are the main considerations in development of total quality organization?
b) What is the general structure of cause and effect diagram? [7+8]
- 7.a) What are the measures commonly used for product quality?
b) What are the major uses of information on quality cost? [7+8]
- 8.a) How does ISO 9000 certification lead to tangible benefits for the organization?
b) Explain the following terms: i) Quality manual ii) Quality policy. [8+7]

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