

R16

Code No: 138HC

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD

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

TOTAL QUALITY MANAGEMENT

(Common to CE, ECE)

Time: 2 Hours

Max. Marks: 75

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

- 1.a) Briefly narrate the history and development of quality management.
- b) What are the objectives of quality control? [8+7]
- 2.a) What do you understand by the term “customer focus?” Discuss how customer focus can enhance the customer satisfaction.
- b) Discuss benefits and pitfalls of benchmarking. [8+7]
3. Explain Ishikawa’s fishbone diagram and scatter diagram. How are they used as tools of quality control? [15]
4. “Cost of Quality is the term that is most widely used and most widely misunderstood”? Critically evaluate the statement. [15]
5. Discuss “ISO 9000.” What are its objectives and benefits? [15]
6. Discuss the seven tools of TQM. [15]
7. Define Quality circle. Explain the structure of a quality circles. [15]
8. Write short notes on:
 - a) Control charts
 - b) Uses of Quality cost Information
 - c) Need for Third party Audit. [15]

---ooOoo---