

**Code No: C0409, C3307**

**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD**

**M.TECH I - SEMESTER EXAMINATIONS APRIL/MAY-2012**

**TOTAL QUALITY MANAGEMENT**

**(COMMON TO CAD/CAM, ADVANCED MANUFACTURING SYSTEMS)**

**Time: 3hours**

**Max.Marks:60**

**Answer any five questions**

**All questions carry equal marks**

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- 1.a) What is Total Quality Management? Explain the basic concepts of TQM briefly.
- b) Explain importance of attitude and involvement of top management in success of TQM.
  
- 2.a) Explain the features of statistical quality control charts for variables.
- b) Explain the working of double sampling plan with a example. Draw OC curve for a typical double plan and explain the importance of OC curve in designing a sampling plan which protects both the customer and supplier.
  
- 3.a) What do you understand the term customer satisfaction? Explain the Kano model for customer satisfaction.
- b) Explain the marketing and sales responsibilities.
  
- 4.a) Explain the meaning of bench marking. Explain various phases of it.
- b) State the benefits of bench marketing.
  
- 5.a) Explain how one should organize for TQM through the systems approach.
- b) Explain the how one would organize for quality implementation.
  
- 6.a) Explain the characteristics of quality circles.
- b) QMS Vs .Technology.
  
- 7.a) What is meant by cost of quality? Classify quality cost and explain them briefly.
- b) State the uses of quality costs information.
  
- 8.a) Discuss the objectives and benefits of ISO 9000 standards of quality.
- b) Explain the working principle of third party audit.

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