

Code No: 158DW

**R18**

**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD**

**B.Tech IV Year II Semester Examinations, July/August - 2022**

**TOTAL QUALITY MANAGEMENT**

**(Common to EEE, CSE, IT)**

**Time: 3 Hours**

**Max.Marks:75**

**Answer any five questions**

**All questions carry equal marks**

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- 1.a) What is TQM? Discuss the basic concepts of TQM and discuss its role in improvement of the quality of product.
- b) Distinguish between Product Inspection and Process Control and how they are useful to improve the quality. [8+7]
- 2.a) What is Quality Control? Discuss management of Process Quality in detail.
- b) What is Acceptance Sampling? Discuss the various types of sampling plans used. [7+8]
- 3.a) What is Bench marking? Discuss the process of Bench Marking and discuss their drawback.
- b) What is Customer focus? Discuss the understanding of customer needs in brief. [8+7]
4. The main object of TQM is Customer satisfaction and loyalty. Justify the statement and give examples. [15]
- 5.a) What do you understand by systems approach? How it is helpful in organizing for quality implementation? Discuss.
- b) What do you understand by Stratification? Discuss the types of stratification. [8+7]
6. What do you understand by a quality circle? Discuss briefly the basic quality improvement tools generally used by a quality circle. [15]
- 7.a) Define Cost of Quality? How the quality costs are measured? Explain in detail.
- b) What do you understand by Quality Cost Information? What are the uses of Quality Cost Report? Discuss. [7+8]
- 8.a) Write a brief note on Third Party Audit in connection with ISO certification.
- b) Explain ISO9000 documentation requirements and other relevant compliances for obtaining ISO9000 certification in detail. [7+8]

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