

7E1722**7E1722****B.Tech. VII - Sem. (Main/Back) Examination, January - 2023****Open Elective - I****7CS6-60.1 : Quality Management/ISO 9000****Time : 3 Hours****Maximum Marks : 120****Min. Passing Marks : 42****Instructions to Candidates:**

Attempt all Ten questions from Part A, Five questions out of Seven from Part B and Four questions out of Five from Part C.

Schematic diagrams must be shown wherever necessary. Any data you feel missing suitably be assumed and stated clearly. Units of quantities used/calculated must be stated clearly.

Use of following supporting material is permitted during examination. (Mentioned in form No.205)

PART - A**(Answer should be given up to 25 words only)****All questions are compulsory****(10×2=20)**

1. What are the stages of Quality Management?
2. What are the types of Quality Management?
3. What is evolution of Quality?
4. Explain importance of Quality Management.
5. What is Six Sigma concept in Quality Management?
6. Which is better Six Sigma or TQM?
7. How is Quality Cost measured?
8. How do you ensure process quality?
9. What does product quality means?
10. Why is benchmarking important for Quality Management?

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PART - B**(Analytical/Problem Solving questions)****Attempt any five questions****(5×8=40)**

1. Explain Deming, Juran and Crosby quality philosophy.
2. What is PARETO diagram? Explain with suitable example.
3. What is HISTOGRAM? Explain with suitable example.
4. Explain types of Benchmarking also discuss examples of 'times' used for benchmarking.

PART - C

(Descriptive/Analytical/Problem Solving/Design questions)

Attempt any Four questions

(4×15=60)

1. The following data is given :

(15)

Type of Animals	No. of Animals	Average domestic Animals	Standard deviation
Cows	5	12	2
Dogs	5	16	1
Cats	5	20	4

Calculate the ANOVA coefficient.

2. Describe various quality costs. Also state the difference between quality cost in service and manufacturing organizations. **(15)**
3. Explain the Concept, Framework and methodology of Quality Circle with the help of case study. **(15)**
4. Write short notes on following:
- a. Taguchi method of Quality control **(7.5)**
 - b. Quality Audit. **(7.5)**
5. Write short notes on following :
- a. Product Reliability Analysis. **(7.5)**
 - b. Quality Management Leadership. **(7.5)**
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