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B. E. (Seventh Semester) Examination,

Nov.-Dec. 2019

(New Scheme)

(Mech., Mechatronics Engg. Branch)

**QUALITY CONTROL & TOTAL
QUALITY MANAGEMENT**

Time Allowed : Three hours

Maximum Marks : 80

Minimum Pass Marks : 28

Note : Attempt all questions. Part (a) of each question is compulsory. Attempt any two parts from (b), (c) and (d).

Unit-I

- 1. (a) Define the term 'Quality' and 'Quality Control'. 2
- (b) What do you understand by the term 'Quality of design'? Explain with the help of an example. 7

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- (c) What are the different types of frequency distribution? Explain their use in quality control? 7
- (d) State the characteristics of Normal distribution. Sketch σ , 2σ and 3σ limits on Normal Curve. 7

Unit-II

- 2. (a) Explain Quality Rating and Quality Audit. 2
- (b) Explain Quality function Development in detail. 7
- (c) Explain Vendor Quality Rating (VQR) and Vendor Rating (VR). 7
- (d) Explain the concept of six sigma. 7

Unit-III

- 3. (a) Define Acceptance Sampling? 2
- (b) Explain the concept of operation characteristics curve with reference to the following terms : 7
 - (i) AQL
 - (ii) LTPD
 - (iii) IQL
 - (iv) Producer's risk
 - (v) Consumer's risk

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- (c) Describe the method of calculating ATI for single and double sampling plans. 7
- (d) Explain various Sampling Plans. 7

Unit-IV

4. (a) Define the term 'TQM'. 2
- (b) Write crosby fourteen steps to quality improvement. 7
- (c) Explain Taguchi Philosophy. 7
- (d) Explain in detail various TQM Models. 7

Unit-V

5. (a) Explain the term 'Quality Auditing'. 2
- (b) Explain ISO 9000 and its various standards. 7
- (c) Explain the benefits of ISO 14000. 7
- (d) Explain in detail the objectives and need for quality system.. 7

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