**RAJ KUMAR GOEL INSTITUTE OF TECHNOLOGY & MANAGEMENT, GZB**

**Ist Sessional Examination 2017-18 ( Odd Semester)**

**Roll No.:**  **Subject Name: Quality Management**

**Year/Branch**: **Forth Year CSE/IT/EN/EC Subject Code:** **NOE-072**

**Max Time: 1 Hours 30 Minute Max Marks: 50**

**SECTION-A**

**Q.1 Attempt all parts. All carry equal marks. Write answer of each part in short. (2x5=10)**

(a) Distinguish between quality control and inspection.

(b) How can we access the quality in sales and service?

(c) Describe JIT purchasing.

(d) Elucidate the concept of SPC.

 OR

 Quality is also a staff function. Justify.

(e) Describe evaluation of TQM concept from quality control.

**SECTION-B**

**Note: Attempt any five questions from this section. (5x5=25)**

**Q.2** How Kaizen concept affect the quality?

**Q.3** Explain Benchmarking and PDSA cycle.

**Q.4** Discuss in detail about general considerations for a good design.

**Q.5** Analyse the capacity verification of a supplier.

**Q.6** Elucidate how process control is done?

 OR

 Analyse the applications of various charts.

**Q.7** Design the process for quality manufacturing.

**Q.8** How quality cost optimization is done?

 OR

 Explain CL,UCL and LCL.

**Q.9** How is decentralization of quality function done?

 OR

 Discuss Range Chart.

S**ECTION-C**

**Note: Attempt any two questions from this section. (7.5x2=15)**

**Q.10** Identify different methods and techniques of manufacturing.

**Q.11** Human factor is a most important element in quality of a product. Justify.

 OR

 Discuss P chart with the help of example.

**Q.12** Illustrate the Deming approach (14 points) to quality.

 OR

 Discuss C chart with the help of example.