R09

Code No: D5202

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD
M.Tech II - Semester Examinations, March/April 2011
TOTAL QUALITY MANAGEMENT
(DESIGN FOR MANUFACTURING)

Time: 3hours **Max. Marks: 60**

Answer any five questions
All questions carry equal marks

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1. a) How does the attitude and involvement of the top management affect the quality of business performance?
   b) Write a note on the culture of modern management systems. [12]

2. a) What is bench marking? What are its advantages?
   b) Discuss how the buyer – supplier relationship should be in a cosmetics industry. [12]

3. a) Discuss the importance of Reengineering in the present industry context.
   b) Explain the methods of measuring productivity. [12]

4. a) Explain the different accounting systems used in practice to establish the cost of quality.
   b) Define and explain the term quality cost. [12]

5. a) What are the benefits of ISO 9000 certification? Explain.
   b) Write a note on documentation of ISO 9000 and services. [12]

6. a) Write a note on the use of control charts in TQM.
   b) Distinguish between Product inspection *vs.* Process control. [12]

7. a) Discuss the approach of organizing for quality implementation.
   b) What do you understand by quality circles? How are they used? [12]

8. Write short notes on:
   a) Internal customer conflicts.
   b) Control charts.
   c) Definition of quality. [12]

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