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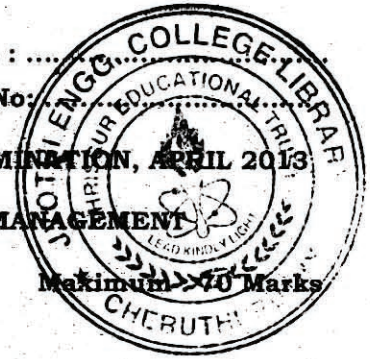
Name :

Reg. No:

EIGHTH SEMESTER B.TECH (ENGINEERING) DEGREE EXAMINATION, APRIL 2013

**ME/PTME 09 L22 - QUALITY ENGINEERING AND MANAGEMENT
(2009 Admission)**

Time : Three Hours



Part A

Answer all questions.

1. List the four major quality costs?
2. What is a affinity diagram?
3. What is dispersion?
4. Define stratified sampling?
5. What is the meaning of "Kaizen"?

(5 x 2 = 10 Marks)

Part B

Answer any four questions.

6. Explain continuous process improvement?
7. Describe Bench Marking process?
8. List the advantage of control charts?
9. Explain acceptance sampling techniques?
10. Explain JIT?
11. Explain basic elements of Reliability.

(4 x 5 = 20 Marks)

Part C

Answer all questions.

12. (a) Explain 14 point programme by Deming?
(Or)
(b) Explain customer satisfaction and customer Retention?
13. (a) Explain New Seven Management tools?
(Or)
(b) Explain (i) Pareto chart, (ii) Scatter diagram.
14. (a) Explain the different types of control charts?
(Or)
(b) (i) Measures of control tendency
(ii) Measures of dispersion.
15. (a) Explain sampling Vs Inspection?
(Or)
(b) Discuss about OC curves?

(4 x 10 = 40 Marks)
