

B.E. Mechanical Engineering 4th Year 2nd Semester Examination, 2022

TQM and Six Sigma

Time: Four Hours

Full marks: 70

Question 1 is compulsory. Answer any five from the rest.

1. What are the three aspects of quality? Explain the relationship between them. [6+8]
2. What is a quality circle? Describe an application where it could be used. [4+10]
3. What are the major categories of quality costs? Explain each of them and give examples. [4+10]
4. Explain the notion of the extended process. [14]
5. Explain the organizational barriers that prevent a company from adopting the total quality philosophy. [14]
6. Explain the Deming Cycle and its role in quality improvement. [10+4]
7. Construct a cause-and-effect diagram of a process in lathe that is producing nonconforming pins. Discuss only two remedial measures. [10+4]