

**Fifth Semester B.Tech Degree Examination, Nov/Dec 2015**

**(2013 scheme)**

**Branch: Aeronautical Engineering**

**13. 506.4 QUALITY ENGINEERING & MANAGEMENT**

Time:3 Hours

Max.Marks:100

*Instructions: 1) Answer all questions from Part – A and four full questions from Part – B.*

*2) Choosing not more than one question from each Module from Part – B.*

**PART-A**

1. What is customer retention?
2. Define quality cost.
3. What is quality cost optimization?
4. List out the important quality improvement techniques.
5. Write the significance of Statistical Process Control (SPC).
6. How quality audit help quality management system?
7. What is total productive maintenance?
8. Define team work approach.
9. Give the origin of ISO 9000.
10. What is policy development?

**(10X2=20)**

**PART-B**

**MODULE-I**

11. (a) “Understanding and satisfying the customer perception of quality is a challenging task”.Discuss . (20)

(Or)

(b) Explain Taguchi's philosophy of Robust product and process design.(20)

**MODULE-II**

12. (a) List the seven tools of quality. Draw the fishbone diagram detailing the cause for poor performance of a student in University examination.(20)

(or)

(b) Explain the 20 different clauses of ISO 9000 certification. (20)

**MODULE-III**

13. (a) Explain the phase of quality Audit in detail. (20)

(or)

(b) Describe the steps in employee empowerment in detail. (20)

**MODULE-IV**

14. (a) Explain in detail the concept of quality circle. (20)

(or)

(b) Discuss the various types of quality loss functions with equations and appropriate examples. (20)

**(4X20=80)**