Total Quality Management Book By Jayakumar Pdf 22

NATIONAL INSTITUTE OF TECHNOLOGY, ROURKELA
MID SEMESTER EXAMINATION, 2016
SESSION: 2016-17, AUTUMN SEMESTER
PROGRAMME: B.Tech, OPEN ELECTIVE
Dept. Code: ME, Course Code: ME-231, Course Name: Total Quality Management
Full Marks: 60 **Duration of Examination: 2 hours**

LectureNotes.in

This question paper contains one page

Figures at the right hand margin indicate marks
All parts of a question should be answered at one place

Q. No	Marks
1. Answer the following questions a. Write down the differences in the Manufacturing and Service Sectors. b. Discuss about a typical service quality model.	**2x10**
2. Write short notes (Any Two) [Give examples wherever applicable] a. Desirability Function Approach b. Taguchi's Quality Loss Concept and Loss Constant	**2x10**
3. Solve the following problem A manufacturer of magnetic tapes is interested in reducing the variability of the thickness of the coating on the tape. It is estimated that the loss to the consumer is $10 per reel if the thickness exceeds 0.005 ± 0.0004mm. Each reel has 300 m of tape. A random sample of 10 yields the following thicknesses (in millimeters): 0.0048, 0.0053, 0.0051, 0.0051, 0.0052, 0.0049, 0.0051, 0.0047, 0.0054, 0.0052. Find the average loss per reel. Assume that the manufacturer is considering adopting a new process to reduce the variability in the thickness of coating. It is estimated that the additional cost for this improvement is $0.05 per linear meter. The annual production is 10,000 reels. Each reel has 200 m of tape. A random sample of size 8 from the new process yielded the following thicknesses (in millimeters): 0.0051, 0.0048, 0.0049, 0.0052, 0.0052, 0.0051, 0.0050, 0.0049. Is it cost effective to use the new process? What is the annual savings or loss?	**10**
4. Answer the following question. With appropriate legends and assumptions write down the methodological steps delineated in TOPSIS (Technique for Order Preference by Similarity to Ideal Solution). How this technique can be used for quality management? Give an example.	**10**

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