| Name: Enrolment No: | | | | | | | |
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| | | OLEUM AND ENERGY STUDIES | | | | | |
| Program | End Semester Examination, December 2019 Course: Total Quality Management Program: B. Tech ADE Course Code: MECH 3005 | | | Semester: V Time 03 hrs. Max. Marks: 100 | | | |
| Instruct | ions: Answer all the necessary questions p | precisely (Please do not write the answers | s in paragi | raphs) | | | |
| | SI | ECTION A | | | | | |
| S. No. | | | Marks | СО | | | |
| Q 1 | Illustrate the Dimensions of the Quality. | | 5 | CO1 | | | |
| Q.2 | State the various tools used for collecting the | he customer complaints. | 5 | CO2 | | | |
| Q.3 | Briefly explain the employee motivation & | empowerment. | 5 | CO2 | | | |
| Q.4 | Discuss the requirement of the customer re | tention. | 5 | CO2 | | | |
| | SI | ECTION B | | | | | |
| Q.5 | Explain the various types of Benchmarking various steps involved in benchmarking. | g with an example. Also discuss the | 10 | CO3 | | | |
| Q.6 | Interpret the PDCA (PDSA) cycle. How PI continuous improvement? | DSA cycle is an effective tool for | 10 | CO2 | | | |
| Q.7 | Describe the procedural steps in conduction suitable example. | n a Failure Mode Effect Analysis with a | 10 | CO3 | | | |
| Q.8 | Explain in detail the concept and requirement | ent of ISO 14000. | | | | | |
| | 0 | R | 10 | CO4 | | | |
| | Describe the Auditing Process and role of e | external Agency. | | | | | |
| | SI | ECTION C | | | | | |

| a particular day. To investigate this idea, for 30 consecutive trading days the investor selects a random sample of 50 stocks and counts the number whose prices increased. The number of stocks in the sample whose prices increased is reported below. $14 12 13 17 10 18 10 13 13 14 \\ 13 10 12 11 9 13 14 11 12 11 \\ 15 13 10 16 10 11 12 15 13 10$ Develop a percent defective chart and write a brief report summarizing your findings. Based on these sample results, is it reasonable that the odds are 50-50 that a stock's price will increase? What percent of the stocks would | 8:00 A.M.405055398:30 A.M.444238389:00 A.M.414547439:30 A.M.3939414110:00 A.M.3742464110:30 A.M.39403940(a) Based on this initial experience, determine the control limits for the mean temperature. Determine the grand mean. Plot the experience on a chart.(b) Interpret the chart. Does there seem to be a time when the temperature is out of control?(c) Based on this initial experience, determine the control limits for the range. Plot the experience on a chart.(d) Does there seem to be a time when there is too much variation in the temperature?(d) Does there seem to be a time when there is too much variation in the temperature?To investigate this idea, for 30 consecutive trading days the investor selects a random sample of 50 stocks and counts the number whose prices increased. The number of stocks in the sample whose prices increased is reported below.14121317101810131314 | 5.0.7000.00X 000-0008 | 1 | neat | ling | | | | | | | |
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