

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT
TEST -1 EXAMINATION, SEPTEMBER 2018

B.Tech VII Semester

Course Code: 17B1WHS731

MAX. MARKS: 15

Course Name: Quality Management

Course Credits: 03

MAX. TIME: 1 Hr

Note: All questions are compulsory. Carrying of mobile phone during examinations will be treated as case of unfair means.

Q1. Explain the term "Quality" along its seven dimensions.

CO1 (5 marks)

Q2. Describe the contribution of M Juran and Kaoru Ishikawa in the field of quality management.

CO1 (5 marks)

Q3. Comment on the changing role of engineers in organizations from 1960s to the current times. How has quality management evolved in the same time period?

CO4 (5 marks)

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