

JAYPEE UNIVERSITY OF INFORMATRION TECHNOLOGY, WAKNAGHAT

TEST -3 EXAMINATION- December 2017

B.Tech VII Semester

COURSE CODE: 17B1WHS731

MAX. MARKS: 35

COURSE NAME: Quality Management

COURSE CREDITS: 03

MAX. TIME: 2 Hrs

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

Q1. Explain the DMAIC process in detail.

(Marks 5)

Q2. Explain the Ishiwaka's Fish Bone diagram using a suitable example. (Marks 5)

Q3. What do you understand by the term Six sigma? What do "six" represent in Six Sigma? What are the Six sigma training hierarchies? (Marks 10)

Q4. Write short notes on:

a. Kaizen

b. Benchmarking

c. Poka Yohe

(Marks 3\*5)