[This question paper contains 8 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 4106 **H**

Unique Paper Code : 2372012402

Name of the Paper : Total Quality Management

Name of the Course : **B.Sc. (Hons.) Statistics (NEP-UGCF)**

Semester : IV

Duration : 3 Hour Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt five questions in all.
3. Q. No. **1** is compulsory.
4. Also attempt **three** questions from **Section A** and **one** question from **Section B**.
5. Use of non-programmable scientific calculator is allowed.
6. Required Statistical tables are attached with the paper.

P.T.O.

1. (i) Fill in the blanks :

(a) Noise is a synonym of _____ whereas systematic error is also called _____ cause of variation.

(b) Six Sigma is a measure of variation that represents _____ ppm.

(c) Lean manufacturing is a business philosophy developed at the _____ company to eliminate all forms of _____ in the production process.

(d) Type I and type II errors in hypothesis testing are also called as _____ and _____ respectively.

(e) Process average is controlled by X-bar chart whereas process variability may be controlled by _____ or _____.

(f) Acceptance sampling plans for product control were developed by _____ and _____ .

(ii) List the magnificent seven tools of SPC?

(iii) How does revised control limits differ from rejection limits?

(iv) What are the three approaches of lot sentencing? Give one justification/ example each for choosing these approaches.

(v) Plot any three important points on an operating-characteristics (OC) curve. (1×6,3×4)

Section A

2. (a) Assuming quality characteristic is a normally distributed variable measurable on a weighing scale, 25 Samples of size n = 4 each are taken from a manufacturing process every hour. Discuss and derive the construction of appropriate control chart to bring the process under statistical control.

(b) Samples of size n = 5 are collected from a process every half hour. After the collection of 50 samples, the calculated $\bar{\bar{x}} = 20.0$ and $\bar{s} = 1.5$. Assume that both charts exhibit control and that the quality characteristic is normally distributed.

(i) Estimate the process standard deviation.

(ii) Find the control limits on the $\bar{x}$ and s charts.

(iii) If the process mean shifts to 22, what is the probability of concluding that the process is still in control? (9,9)

3. (a) Explain how you would proceed to draw control charts when the data available is for a qualitative characteristic and the sizes of the sample drawn are different. Derive appropriate control charts by using any one approximate method and one exact method.

(b) The control chart for $\bar{X}$ and R –chart has been initiated for controlling variation in the diameter of one end of a shaft. The specification mentioned are 1140±10 units. After 30 sub-groups of 5 shafts each has been examined,

$$\sum_{i=1}^{30} \bar{x}_i = 34290 \ and \ \sum_{i=1}^{30} R_i = 330$$

(i) Estimate the mean μ. and standard deviation σ of the process assuming the process is in statistical control?

(ii) Determine the 3-sigma limits for $\bar{X}$ and R charts?

(iii) Determine the natural tolerance limits for $\bar{X}$ chart? (9,9)

4. (a) Draw a pictorial plot of standard control limits, natural tolerance limits and specification limits on the same chart showing the relation among the different limits and discuss the concept of process capability.

(b) Obtain the control limits for number of defects per unit; also obtain the control limits for average number of defects per unit giving clearly the statistical concept used? Explain the advantage of latter over former type of control charts. (9,9)

5. (a) (i) Explain single sampling plan for attributes and obtain the expressions for consumer's risk.

(ii) If the lot size N =10,000 then for p = 0.02, using the information from the given table find AOQ, ASN and ATI for this plan.

Probabilities of Acceptance for the Single-Sampling Plan n = 89, c = 2

Fraction Defective, p	Probability of Acceptance, P_a
0.005	0.9897
0.010	0.9397
0.020	0.7366
0.030	0.4985
0.040	0.3042

(b) Discuss the choice of single and double sampling plan for attributes. Plot and obtain the expression for ASN in each sampling plan. (9,9)

Section B

6. (a) Define Six Sigma. What are the main concepts of Six Sigma?

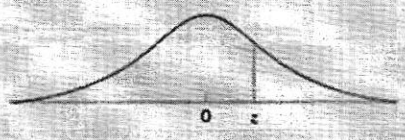
(b) Explain some of the common pitfalls that can help leaders recognize the early signs of problems that can potentially derail an otherwise successful Six Sigma launch. (9,9)

7. (a) Define Voice of the Customer (VOC). Explain the various ways to collect VOC data.

(b) What are the various activities of Measure phase? Name the most common Six Sigma tools used during the Measure Phase and explain various types of Measures. (9,9)

Cumulative Standard Normal Distribution

$$\Phi(z) = \int_{-\infty}^{z} \frac{1}{\sqrt{2\pi}} e^{-u^2/2}\, du$$



z	0.00	0.01	0.02	0.03	0.04	0.05	0.06	0.07	0.08	0.09
0.0	0.50000	0.50399	0.50798	0.51197	0.51595	0.51994	0.52392	0.52790	0.53188	0.53586
0.1	0.53983	0.54379	0.54776	0.55172	0.55567	0.55962	0.56356	0.56749	0.57142	0.57534
0.2	0.57926	0.58317	0.58706	0.59095	0.59483	0.59871	0.60257	0.60642	0.61026	0.61409
0.3	0.61791	0.62172	0.62551	0.62930	0.63307	0.63683	0.64058	0.64431	0.64803	0.65173
0.4	0.65542	0.65910	0.62276	0.66640	0.67003	0.67364	0.67724	0.68082	0.68438	0.68793
0.5	0.69146	0.69497	0.69847	0.70194	0.70540	0.70884	0.71226	0.71566	0.71904	0.72240
0.6	0.72575	0.72907	0.73237	0.73565	0.73891	0.74215	0.74537	0.74857	0.75175	0.75490
0.7	0.75803	0.76115	0.76424	0.76730	0.77035	0.77337	0.77637	0.77935	0.78230	0.78523
0.8	0.78814	0.79103	0.79389	0.79673	0.79954	0.80234	0.80510	0.80785	0.81057	0.81327
0.9	0.81594	0.81859	0.82121	0.82381	0.82639	0.82894	0.83147	0.83397	0.83646	0.83891
1.0	0.84134	0.84375	0.84613	0.84849	0.85083	0.85314	0.85543	0.85769	0.85993	0.86214
1.1	0.86433	0.86650	0.86864	0.87076	0.87285	0.87493	0.87697	0.87900	0.88100	0.88297
1.2	0.88493	0.88686	0.88877	0.89065	0.89251	0.89435	0.89616	0.89796	0.89973	0.90147
1.3	0.90320	0.90490	0.90658	0.90824	0.90988	0.91149	0.91308	0.91465	0.91621	0.91773
1.4	0.91924	0.92073	0.92219	0.92364	0.92506	0.92647	0.92785	0.92922	0.93056	0.93189
1.5	0.93319	0.93448	0.93574	0.93699	0.93822	0.93943	0.94062	0.94179	0.94295	0.94408
1.6	0.94520	0.94630	0.94738	0.94845	0.94950	0.95053	0.95154	0.95254	0.95352	0.95448
1.7	0.95543	0.95637	0.95728	0.95818	0.95907	0.95994	0.96080	0.96164	0.96246	0.96327
1.8	0.96407	0.96485	0.96562	0.96637	0.96711	0.96784	0.96856	0.96926	0.96995	0.97062
1.9	0.97128	0.97193	0.97257	0.97320	0.97381	0.97441	0.97500	0.97558	0.97615	0.97670
2.0	0.97725	0.97778	0.97831	0.97882	0.97932	0.97982	0.98030	0.98077	0.98124	0.98169
2.1	0.98214	0.98257	0.98300	0.98341	0.98382	0.98422	0.98461	0.98500	0.98537	0.98574
2.2	0.98610	0.98645	0.98679	0.98713	0.98745	0.98778	0.98809	0.98840	0.98870	0.98899
2.3	0.98928	0.98956	0.98983	0.99010	0.99036	0.99061	0.99086	0.99111	0.99134	0.99158
2.4	0.99180	0.99202	0.99224	0.99245	0.99266	0.99286	0.99305	0.99324	0.99343	0.99361
2.5	0.99379	0.99396	0.99413	0.99430	0.99446	0.99461	0.99477	0.99492	0.99506	0.99520
2.6	0.99534	0.99547	0.99560	0.99573	0.99585	0.99598	0.99609	0.99621	0.99632	0.99643
2.7	0.99653	0.99664	0.99674	0.99683	0.99693	0.99702	0.99711	0.99720	0.99728	0.99736
2.8	0.99744	0.99752	0.99760	0.99767	0.99774	0.99781	0.99788	0.99795	0.99801	0.99807
2.9	0.99813	0.99819	0.99825	0.99831	0.99836	0.99841	0.99846	0.99851	0.99856	0.99861
3.0	0.99865	0.99869	0.99874	0.99878	0.99882	0.99886	0.99889	0.99893	0.99897	0.99900
3.1	0.99903	0.99906	0.99910	0.99913	0.99916	0.99918	0.99921	0.99924	0.99926	0.99929
3.2	0.99931	0.99934	0.99936	0.99938	0.99940	0.99942	0.99944	0.99946	0.99948	0.99950
3.3	0.99952	0.99953	0.99955	0.99957	0.99958	0.99960	0.99961	0.99962	0.99964	0.99965
3.4	0.99966	0.99968	0.99969	0.99970	0.99971	0.99972	0.99973	0.99974	0.99975	0.99976
3.5	0.99977	0.99978	0.99978	0.99979	0.99980	0.99981	0.99981	0.99982	0.99983	0.99983
3.6	0.99984	0.99985	0.99985	0.99986	0.99986	0.99987	0.99987	0.99988	0.99988	0.99989
3.7	0.99989	0.99990	0.99990	0.99990	0.99991	0.99991	0.99992	0.99992	0.99992	0.99992
3.8	0.99993	0.99993	0.99993	0.99994	0.99994	0.99994	0.99994	0.99995	0.99995	0.99995
3.9	0.99995	0.99995	0.99996	0.99996	0.99996	0.99996	0.99996	0.99996	0.99997	0.99997

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Taken form a Book entitled "An introduction to SQC" by D.C. Montgomery

TABLE : FACTORS USEFUL IN THE CONSTRUCTION OF CONTROL CHARTS

Sample size	Mean chart			Standard deviation chart					Range chart				
	Factors for control limits			Factors for central line	Standard deviation chart				Factors for central line	Range chart			
n	A	A_1	A_2	c_2	B_1	B_2	B_3	B_4	d_2	D_1	D_2	D_3	D_4
2	2.121	3.760	1.886	0.5642	0	1.843	0	3.297	1.128	0	3.686	0	3.267
3	1.232	2.394	1.023	0.7236	0	1.858	0	2.568	1.693	0	4.358	0	2.575
4	1.500	1.880	0.729	0.7979	0	1.8080	0	2.266	2.059	0	4.698	0	2.282
5	1.342	1.596	0.577	0.8407	0	1.756	0	2.089	2.326	0	4.918	0	2.115
6	1.225	1.410	0.483	0.8686	0.026	1.711	0.030	1.970	2.534	0	5.078	0	2.004
7	1.134	1.277	0.419	0.8882	0.105	1.672	0.118	1.882	2.704	0.205	5.203	0.076	1.924
8	1.061	1.175	0.373	0.9027	0.167	1.638	0.185	1.815	2.847	0.387	5.307	0.136	1.864
9	1.000	1.094	0.337	0.9139	0.219	1.609	0.239	1.761	2.970	0.546	5.394	0.184	1.816
10	0.949	1.028	0.308	0.9227	0.262	1.584	0.284	1.716	3.078	0.687	5.469	0.223	1.777
11	0.905	0.973	0.285	0.9300	0.299	1.561	0.321	1.679	3.173	0.812	5.534	0.256	1.744
12	0.866	0.925	0.266	0.9359	0.331	1.541	0.354	1.646	3.258	0.924	5.592	0.284	1.716
13	0.832	0.884	0.249	0.9410	0.359	1.523	0.382	1.618	3.336	1.026	5.646	0.308	1.692
14	0.802	0.548	0.235	0.9453	0.384	1.507	0.406	1.594	3.407	1.121	5.693	0.329	1.671
15	0.775	0.816	0.223	0.9499	0.406	1.492	0.428	1.572	3.472	1.207	5.737	0348	1.652
16	0.759	0.788	0.212	0.9523	0.427	1.478	0.448	1.552	3.532	1.285	5.779	0.364	1.636
17	0.0728	0.762	0.203	0.9951	0.445	1.465	0.466	1.534	3.588	1.359	5.817	0.379	1.621
18	0.707	0.738	0.194	0.9576	0.461	1.454	0.482	1.518	3.640	1.426	5.854	0.392	1.668
19	0.688	0.717	0.187	0.9599	0.477	1.443	0.497	1.503	3.689	1.490	5.888	0.404	1.596
20	0.671	0.697	0.180	9.9619	0.491	1.433	0.510	1.499	3.735	1.548	5.922	0.414	1.586
21	0.655	0.679	6.173	0.9638	0.504	1.424	0.523	1.477	3.778	1.606	5.950	0.425	1.575
22	0.640	0.662	0.167	0.9655	0.516	1.415	0.534	1.466	3.819	1.659	5.979	0.434	1.566
23	0.626	0.647	0.162	0.9670	0.527	1.407	0.545	1.455	3.858	1.710	6.006	0.443	1.557
24	0.612	0.632	0.157	0.9684	0.538	1.399	0.555	1.445	3.895	1.759	6.031	0.452	1.548
25	0.600	0.610	0.153	0.9696	0.548	1.392	0.565	1.435	3.931	1.804	6.058	0.459	1.541

This table is taken from "Fundamental of Applied statistics" by Gupta and Kapoor

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