The Open University of Sri Lanka
Faculty of Engineering Technology

Study Programme	:	POSTGRADUATE DIPLOMA IN TECHNOLOGY IN INDUSTRIAL ENGINEERING
Name of the Examination	:	Final Examination
Course Code and Title	:	**MEX 7214 – Quality and Reliability Engineering**
Academic Year	:	2012/13
Date	:	11th August 2013
Time	:	0930 hours -1230 hours
Duration	:	3 hours

General instructions

1. Read all instructions carefully before answering the questions.
2. This question paper consists of 8 questions. All questions carry equal marks.
3. Answer any 5 questions only.
4. Normal distribution table, coefficients for $\bar{X}$-**R** control charts and Exponential distribution table are provided.

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1)

a) Quality is a term that has been defined in many ways. Over the years experts and organizations have attempted to define quality. Discuss at least two recognized definitions. Support those definitions with appropriate examples taken from products and services.

b) Explain the basic steps in achieving quality starting from the definition. You may select one of the definitions of quality for your answer.

2)

a) Quality of a product and quality of a service have some common features but they have marked differences. Write an account on the common features and the marked differences. Support your answer with examples.

b) A specification has to be formulated for a product. The specification needs to be clear and detailed enough to be understood by all parties involved in the operation. Write an account on the aspects that are important in the formulation of a specification.

3)

a) Explain Failure Mode and Effect Analysis (FMEA).
How does this analysis help in the re-designing of an existing product?

b) An item is required to have a failure rate not greater than 1.5% per 1000 hours of operation.
   i) Assuming constant failure rate, what is the probability that one of these units will survive for a required 3000 hours service.
   ii) Determine the minimum acceptable failure rate where the probability of survival for a required 3000 hours service is 99%.

4)

a) "Control" and "improvement" as used in the quality philosophy have two different processes. Write an account on the processes involved in the control and improvement.

b) Internal customer concept if practiced effectively within an organization will greatly help to improve relationships between departments and individuals. What is meant by internal customer concept? How does this concept improve relationships?

5) A certain process produces metal sheets having a length normally distributed with the standard deviation 1.2mm. Sheets less than 10cm long are undesirable. However, a temporary concession has been given to accept 0.5% non conforming products. Answer following questions.

a) Under the above concession what should be the mean of the process?

b) Sheets having lengths greater than 10.5cm are unacceptable and no concession is allowed. Is this process capable of meeting this requirement?

   Mean can be taken as calculated from (a).

c) If the process is to be improved so that non-conforming products are brought to a minimum, what should be the appropriate mean and standard deviation?

6)

a) Weight of chilli powder is an important quality characteristic to be controlled in a packing process. What should be the most appropriate control chart for this purpose? Explain in a step-wise manner how you would proceed to install the control chart.

b) Control charts for mean-range are maintained for a metal piece production process. Five (5) pieces at a time were taken during the installation of the control charts. Sample mean and sample range values were computed for 20 sub-groups. Sum of sample means was 101cm and sum of sample ranges was 2 cm. The company specification for metal pieces is (5 ± 0.1) cm. According to the control charts the process is in statistical control. What is your inference regarding the use of this control chart to control future production?

7)

a) "Process Approach" and "Statistical Approach" are two important aspects in quality. Explain these two approaches.

How do these two approaches contribute to the control and improvement of quality?

b) Variation is a fact of industrial life. Product quality is subject to variation. Processes are subject to variation.

How does this variation occur? What are the basic methods used by companies to minimize variation?

8)

a) Discovery, analysis and solving quality problems use seven (07) basic tools. Select four (04) of those basic tools and explain briefly how each of those tools help in solving quality problems.

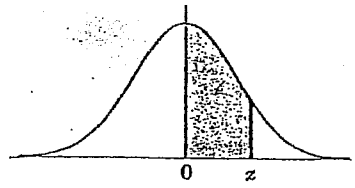
b) During factory floor operation, defects and errors caused by factory workers lead to many quality problems. In a situation of this nature, how do you approach to analyze and find remedial actions to minimize defects and errors caused by factory workers?

END

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AREAS under the STANDARD NORMAL CURVE from 0 to z



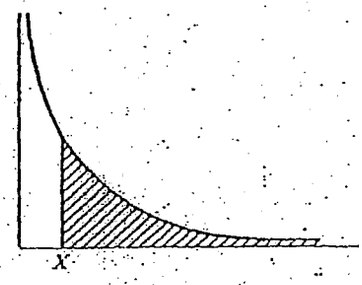
z	0	1	2	3	4	5	6	7	8	9
0.0	.0000	.0040	.0080	.0120	.0160	.0199	.0239	.0279	.0319	.0359
0.1	.0398	.0438	.0478	.0517	.0557	.0596	.0636	.0675	.0714	.0754
0.2	.0793	.0832	.0871	.0910	.0948	.0987	.1026	.1064	.1103	.1141
0.3	.1179	.1217	.1255	.1293	.1331	.1368	.1406	.1443	.1480	.1517
0.4	.1554	.1591	.1628	.1664	.1700	.1736	.1772	.1808	.1844	.1879
0.5	.1915	.1950	.1985	.2019	.2054	.2088	.2123	.2157	.2190	.2224
0.6	.2258	.2291	.2324	.2357	.2389	.2422	.2454	.2486	.2518	.2549
0.7	.2580	.2612	.2642	.2673	.2704	.2734	.2764	.2794	.2823	.2852
0.8	.2881	.2910	.2939	.2967	.2996	.3023	.3051	.3078	.3106	.3133
0.9	.3159	.3186	.3212	.3238	.3264	.3289	.3315	.3340	.3365	.3389
1.0	.3413	.3438	.3461	.3485	.3508	.3531	.3554	.3577	.3599	.3621
1.1	.3643	.3665	.3686	.3708	.3729	.3749	.3770	.3790	.3810	.3830
1.2	.3849	.3869	.3888	.3907	.3925	.3944	.3962	.3980	.3997	.4015
1.3	.4032	.4049	.4066	.4082	.4099	.4115	.4131	.4147	.4162	.4177
1.4	.4192	.4207	.4222	.4236	.4251	.4265	.4279	.4292	.4306	.4319
1.5	.4332	.4345	.4357	.4370	.4382	.4394	.4406	.4418	.4429	.4441
1.6	.4452	.4463	.4474	.4484	.4495	.4505	.4515	.4525	.4535	.4545
1.7	.4554	.4564	.4573	.4582	.4591	.4599	.4608	.4616	.4625	.4633
1.8	.4641	.4649	.4656	.4664	.4671	.4678	.4686	.4693	.4699	.4706
1.9	.4713	.4719	.4726	.4732	.4738	.4744	.4750	.4756	.4761	.4767
2.0	.4772	.4778	.4783	.4788	.4793	.4798	.4803	.4808	.4812	.4817
2.1	.4821	.4826	.4830	.4834	.4838	.4842	.4846	.4850	.4854	.4857
2.2	.4861	.4864	.4868	.4871	.4875	.4878	.4881	.4884	.4887	.4890
2.3	.4893	.4896	.4898	.4901	.4904	.4906	.4909	.4911	.4913	.4916
2.4	.4918	.4920	.4922	.4925	.4927	.4929	.4931	.4932	.4934	.4936
2.5	.4938	.4940	.4941	.4943	.4945	.4946	.4948	.4949	.4951	.4952
2.6	.4953	.4955	.4956	.4957	.4959	.4960	.4961	.4962	.4963	.4964
2.7	.4965	.4966	.4967	.4968	.4969	.4970	.4971	.4972	.4973	.4974
2.8	.4974	.4975	.4976	.4977	.4977	.4978	.4979	.4979	.4980	.4981
2.9	.4981	.4982	.4982	.4983	.4984	.4984	.4985	.4985	.4986	.4986
3.0	.4987	.4987	.4987	.4988	.4988	.4989	.4989	.4989	.4990	.4990
3.1	.4990	.4991	.4991	.4991	.4992	.4992	.4992	.4992	.4993	.4993
3.2	.4993	.4993	.4994	.4994	.4994	.4994	.4994	.4995	.4995	.4995
3.3	.4995	.4995	.4995	.4996	.4996	.4996	.4996	.4996	.4996	.4997
3.4	.4997	.4997	.4997	.4997	.4997	.4997	.4997	.4997	.4997	.4998
3.5	.4998	.4998	.4998	.4998	.4998	.4998	.4998	.4998	.4998	.4998
3.6	.4998	.4998	.4999	.4999	.4999	.4999	.4999	.4999	.4999	.4999
3.7	.4999	.4999	.4999	.4999	.4999	.4999	.4999	.4999	.4999	.4999
3.8	.4999	.4999	.4999	.4999	.4999	.4999	.4999	.4999	.4999	.4999
3.9	.5000	.5000	.5000	.5000	.5000	.5000	.5000	.5000	.5000	.5000

Coefficients for $\bar{x}$ - R charts

Sub group Size (n)	A_2	D_3	D_4	d_2
2	1.880	-	3.267	1.128
3	1.023	-	2.575	1.693
4	0.729	-	2.282	2.059
5	0.577	-	2.115	2.326
6	0.483	-	2.004	2.534
7	0.419	0.076	1.924	2.704
8	0.373	0.136	1.864	2.847
9	0.337	0.184	1.816	2.970
10	0.308	0.223	1.777	3.078

Table B Exponential distribution values of $e^{-X/\mu}$ for various values*

Fractional parts of the total area (1.0001 under the exponential curve greater than X. To illustrate: if X/μ is 0.45, the probability of occurrence for a value greater than X is 0.6376.



$\frac{X}{\mu}$	0.00	0.01	0.02	0.03	0.04	0.05	0.06	0.07	0.08	0.09
0.0	1.000	0.9900	0.9802	0.9704	0.9608	0.9512	0.9418	0.9324	0.9231	0.9139
0.1	0.9048	0.8958	0.8860	0.8781	0.8694	0.8607	0.8521	0.8437	0.8353	0.8270
0.2	0.8187	0.8106	0.8025	0.7945	0.7866	0.7788	0.7711	0.7634	0.7558	0.7483
0.3	0.7408	0.7334	0.7261	0.7189	0.7118	0.7047	0.6977	0.6907	0.6839	0.6771
0.4	0.6703	0.6637	0.6570	0.6505	0.6440	0.6376	0.6313	0.6250	0.6188	0.6126
0.5	0.6065	0.6005	0.5945	0.5886	0.5827	0.5769	0.5712	0.5655	0.5599	0.5643
0.6	0.5488	0.5434	0.5379	0.5326	0.5273	0.5220	0.5169	0.5117	0.5066	0.5016
0.7	0.4966	0.4916	0.4868	0.4819	0.4771	0.4724	0.4677	0.4630	0.4584	0.4538
0.8	0.4493	0.4449	0.4404	0.4360	0.4317	0.4274	0.4232	0.4190	0.4148	0.4107
0.9	0.4066	0.4025	0.3985	0.3946	0.3906	0.3867	0.3829	0.3791	0.3753	0.3716

$\frac{X}{\mu}$	0.0	0.1	0.2	0.3	0.4	0.5	0.6	0.7	0.8	0.9
1.0	0.3679	0.3329	0.3012	0.2725	0.2466	0.2231	0.2019	0.1827	0.1653	0.1496
2.0	0.1353	0.1225	0.1108	0.1003	0.0907	0.0821	0.0743	0.0672	0.0608	0.0550
3.0	0.0498	0.0450	0.0408	0.0369	0.0334	0.0302	0.0273	0.0247	0.0224	0.0202
4.0	0.0183	0.0166	0.0150	0.0130	0.0123	0.0111	0.0101	0.0091	0.0082	0.0074
5.0	0.0067	0.0061	0.0055	0.0050	0.0045	0.0041	0.0037	0.0033	0.0030	0.0027
6.0	0.0025	0.0022	0.0020	0.0018	0.0017	0.0015	0.0014	0.0012	0.0011	0.0010

*Adapted from S. M. Selby (ed.). *CRC Standard Mathematical Tables*, 17th ed., CRC Press, Cleveland, Ohio, 1969, pp. 201–207.

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