

National Exams May 2018

17-Ind-A5, Quality Planning, Control and Assurance

Notes:

1. If doubt exists as to the interpretation of any question, the candidate is urged to submit with the answer paper, a clear statement of any assumption made.
2. This is a Closed Book examination.
3. Candidates may use one of two calculators, the Casio or Sharp approved models.
4. Candidates are permitted to bring into the examination room one aid sheet
 $8\frac{1}{2}'' \times 11''$ written on both sides.
5. Any five questions constitute a complete paper. Only the first five questions as they appear in your answer book will be marked.
6. All questions are of equal value.
7. Relevant statistical tables are attached.

Question 1 (20 marks)

- 5 a) Describe the traditional, ASQ, and Taguchi's definitions of quality and discuss the related loss functions and their role in product and process design.
- 5 b) Explain the differences among Six Sigma philosophy, TQC, and TQM.
- 5 c) What is the purpose of quality certification for a supplier and a producer? Describe briefly the original structure of ISO 9000, the major changes made in 2000, and summarize the steps in ISO 9001 registration.
- 5 d) Discuss the advantages of the concurrent engineering approach to product and process design over the traditional approach.

Question 2 (20 marks)

- 6 a) Explain which basic SPC tools can be used to identify the assignable causes of variation and describe in detail two of them. Explain the difference between the control limits and the natural tolerance limits.
- 5 b) \bar{X} and S control charts are maintained on the tensile strength of a metal fastener. After analyzing 40 samples of size $n = 4$, we obtained

$$\sum_{i=1}^{40} \bar{x}_i = 18,200 \text{ and } \sum_{i=1}^{40} s_i = 380$$

Find the control limits for both charts and estimate the process parameters. What assumptions are you making?

- 9 c) Consider the problem in b) and assume that the specifications on the tensile strength are 450 ± 30 . Estimate the process fraction nonconforming below LSL and above USL (separately). For the \bar{X} chart in b), find the smallest value of $k > 0$ for which the out-of-control ARL when the process mean shifts from μ_0 to $\mu_0 + k\sigma$ is less than or equal to 5 (μ_0 and σ are the in-control process parameters estimated in b).

Question 3 (20 marks)

- 5 a) Explain how the process capability can be assessed if the quality characteristic of interest is not normally distributed.
- 7 b) Should the process be in statistical control when performing capability analysis? Why or why not? Explain the differences between capability indexes C_p , C_{pk} and C_{pm} . What is the relation between C_p and C_{pk} ?
- 8 c) Suppose that for a given process, the estimates of C_p and C_{pk} are 1.20 and 1.15, respectively. Assuming that the process follows a normal distribution, and two-sided specification limits are used (LSL and USL), estimate the process fraction nonconforming below LSL and above USL (separately).

- 7 c) What combination of factor levels results in the highest mean tensile strength? Find the estimate of the mean response for the following values of the factors: nickel 17%, molybdenum 4% and titanium 0.6%.

Question 6 (20 marks)

- 6 a) Assume that an acceptance sampling plan is AQL-based. Explain what this means. Is a Dodge-Romig LTPD plan AQL-based? What is AOQL?
- 6 b) Discuss the advantages and disadvantages of using traditional acceptance sampling over sequential sampling. In what situations is sequential sampling preferable? Explain the difference between the sampling plans MIL-STD-105E and MIL-STD-414.
- 8 c) Items are submitted for inspection using MIL-STD-105E. Find the single sampling plan for the following conditions: normal inspection, general inspection level II, lot size=2,500 and the AQL=0.25% nonconforming. Estimate the producer's and consumer's risks for this plan if the LQL=2%.

