

Time: 3 hr

Max Mark: 100

Answer ALL Questions

Part – A (10 X 2 =20 Marks)

1. Define Quality.
2. Name the dimensions of product quality.
3. Define the term Leadership.
4. Define the terms vision and mission.
5. State the Pareto principle.
6. State different types of control charts and when do we use it?
7. What are the reasons to benchmark?
8. What are the goals of TPM?
9. What are the objectives of ISO 9000 Quality System?
10. Define Quality Audit and state the classification of audit.

Part – B (5 X 16 = 80 Marks)

11. a. Give TQM Framework. (6)
b. Brief Deming's points on route to quality. (10)

12. a. What are the duties of quality council? Explain in detail.

Or

- b. Is customer complaint necessary for an organization? If yes, list and elaborate the various tools used for collecting customer complaints.

13. a. How is a cause and effect diagram constructed? Discuss in detail with an example.

Or

- b. Write short notes on the following: i) Ishikawa diagram and ii) Pareto diagram.

14. a. i) Classify different types of Benchmarking. (6)

ii) Explain the steps involved in Benchmarking Process.

(10)

Or

b. Discuss in detail "House of Quality" with neat sketch of its general structure.

15. a. Describe the elements of ISO 9000:2000 quality system.

Or

b. With neat diagram of documentation pyramid discuss different aspects of documentation of Quality System.