DECEMBER 2022 **P/ID 78015/RMB02**

Time : Three hours Maximum : 80 marks

SECTION A — ($10 \times 2 = 20$ marks)

Answer any TEN questions in 50 words each.

1. Define Quality.
2. Examine the need of Process Design.
3. Define Quality Cost.
4. What do you mean by Kaizen?
5. Expand DMADV.
6. What is Quality Planning?
7. What is Total Quality Management?
8. What is meant by Quality Assurance?
9. Define Control Chart.
10. What is House of Quality?
11. What do you mean by Reliability Engineering?
12. Write short note on Teamwork.

SECTION B — (5 × 6 = 30 marks)

Answer any FIVE questions in 250 words each

13. Explain Baldrige's Criteria for Performance Excellence.

14. Describe the Dimensions of Quality.

15. Explain the Importance of 5S Concept.

16. Evaluate DMAIC as a Six Sigma Tool.

17. Describe the Types of Quality Audit.

18. Explain Product Life Characteristic Curve.

19. Describe the Characteristics of Quality Culture.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions in 500 words each.

20. Explain Crosby's 14 Steps to Quality Improvement.

21. Discuss Concept of Six Sigma and its Applications in Industries.

22. Elaborate the Tools of Statistical Process Control.

23. Illustrate Quality Function Deployment with a neat diagram.

24. Explain the Methods of measuring Service Quality.

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