DECEMBER 2023 **P/ID 78015/RMB02**

Time : Three hours Maximum : 80 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions in 50 words each.

Write a short note on the following

1. Crossby
2. Baldridge Award
3. ISO 9000
4. Kaizen
5. Lean
6. TQM
7. Quality audit
8. Control charts
9. Robust Design
10. Product Life

11. Leadership

12. Quality culture

PART B — (5 × 6 = 30 marks)

Answer any FIVE questions in 250 words each.

13. State and explain the concept and significance of quality.

14. Give a detailed account on European award for quality.

15. What are the tools available for continuous improvement? Explain.

16. Brief out the concept and application of Six Sigma.

17. Elucidate the purpose of quality control.

18. What is effect analysis? Explain with example.

19. Explain how you measure the service quality.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions in 500 words each.

20. Discuss the various issues involved in quality management.

21. Define, Measure, Analyse, Design and Verify (DMADV)–Elaborate.

22. Describe in detail the Statistical Process Control (SPC) methodology.

23. Write a detailed essay on reliability engineering.

24. Examine the role of organizational change in quality management.

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