MAY 2022 **P/ID 78015/RMB02**

Time : Three hours Maximum : 80 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions in 50 words each.

1. What is Quality Management?
2. Mention any Two Dimensions of Quality.
3. What is meant by Optimum Cost of Quality?
4. Define the term “Bath Tub Curve”.
5. Give a brief note on Quality Planning.
6. Identify the need of Total Employee Involvement.
7. Define Quality Circle.
8. What is Zero Defect?
9. State the Purpose of Control Charts.
10. What is Quality Function Deployment?
11. Write short note on Reliability Engineering
12. What is Quality Culture?

PART B — (5 × 6 = 30 marks)

Answer any FIVE questions in 250 words each.

13. Discuss the Evolution of total Quality Management.

14. Examine the need of Customer Supplier Relationships in managing Quality.

15. Outline the benefits of Lean Six Sigma.

16. Describe the Elements of Kaizen.

17. State the Importance of Statistical Process Control.

18. Explain Taguchi Method of Robust Design.

19. Describe the causes of Organisational Change.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions in 500 words each.

20. Explain Juran's Trilogy with a neat diagram.

21. Illustrate the different Tools of Continuous Improvement.

22. Elaborate the Pillars of Total Productive Maintenance.

23. Describe the Stages in FMEA Process.

24. Explain the Importance of ISO 14000 Standards.

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