MAY 2024 **P/ID 78015/RMB02**

Time : Three hours Maximum : 80 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions in 50 words each.

Explain the following terms

1. Total Quality.
2. Deming.
3. Quality cost.
4. Kaizen.
5. Six sigma.
6. Customer satisfaction.
7. Zero defect.
8. Quality circle.
9. Reliability.
10. Robust design.
11. ISO14000.
12. Team work.

PART B — (5 × 6 = 30 marks)

Answer any FIVE questions in 250 words each.

13. Give a detailed account of Baldridge award for quality.

14. Bring out the evolution of quality.

15. Explain the various design tools in quality management.

16. Differentiate between TQM and Lean.

17. Elucidate the significance of quality audit.

18. Explain the Bath Tub Curve.

19. What are quality certificates? State their needs.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions in 500 words each.

20. Compare and contrast the various frameworks of quality.

21. Elucidate the procedures involved in assessing the readiness for Six sigma.

22. Discuss about various control charts and their applications in quality management.

23. Write a detailed essay on Failure Mode and Effect Analysis.

24. "ISO-9000 and Indian Business Environment"- Discuss.
