MAY 2025 **P/ID 78015/RMB02**

Time : Three hours Maximum : 80 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. What is quality management and what does it include?

2. What is quality cost in quality management?

3. State the meaning of process design in quality management.

4. Name any four quality planning tools.

5. What is meant by six sigma in quality management system.

6. Elucidate the concept of TQM in two lines.

7. Define lean six sigma.

8. Give the meaning of zero defect.

9. Enlist the major forms of FMEA.

10. Explain the product life cycle phase of a typewriter.

11. What is the meaning of quality standards?

12. Define quality culture.

PART B — (5 × 6 = 30 marks)

Answer any FIVE questions.

13. State and explain the key role of the six-sigma implementation.

14. Enumerate the phases of the lean six sigma.

15. Make a difference between six sigma and lean six sigma.

16. Briefly explain the ways to perform failure mode and effects analysis.

17. Explain the four stages of a product life cycle.

18. Elucidate the importance and the benefits of quality standards.

19. List down the benefits of six sigma certification.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. Explain the phases in the six sigma methodologies- DMAIC and DMADV.

21. Write a detailed note on the principles of quality standards.

22. Discuss some of the ways to create quality culture among employees.

23. Explain in detail the stages of quality function deployment.

24. What is a bathtub curve? How does it look like? Explain the three periods of a product as presented in the bathtub curve.

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