

APRIL 2018

65161/KDAXA

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions each in 50 words.

1. What is meant by Quality Control?
2. What is meant by Quality?
3. Write a note on Generic Tools?
4. What is meant by Continuous Improvement in Work?
5. What is Quality Management?
6. Define – ISO 9000.
7. What do you understand by Human Resource Development?
8. What do you know about Human Resource Development Climate?
9. What is meant by Statistical Quality Control?
10. What is meant by Control Chart?
11. What is meant by Acceptance Sampling?
12. Write a note on Organizational Effectiveness.

I Mem - Total Quality Management

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions each in 200 words.

13. State the importance of Total Quality Management.
14. Explain the types of Control Charts.
15. Describe about Quality Circle.
16. State the characteristics of Total Quality Management.
17. Elucidate Human Resource Development outcomes.
18. Briefly explain the ways of controlling the quality of a product.
19. Bring out the limitations of Statistical Quality control.
22. Bring out the detailed principles of Total Quality Management.
23. Elucidate the functioning of various Human Resource Development Mechanisms.
24. Explain the applications of Quality Control methods in the phases of plant operation.
25. Discuss the benefits of Statistical Quality Control.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions, each in 500 words.

20. Explain the bottlenecks of implementation of Total Quality Management.
21. State the importance of ISO Model for the implementation of ISO 9000.