

NOVEMBER 2019

65161/KDAXA

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions

1. Define quality control.
2. What are prevention costs?
3. Mention the need for control chart.
4. What is value engineering?
5. What do you mean by standard tolerance?
6. Expand the term AOQL.
7. What is zero defect?
8. What is TQC?
9. Give the use of quality audit.
10. Why do you need ISO 9000?
11. What is value analysis?
12. Name any two costs of failure.

I M.Com - Total Quality Management.

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions

13. Explain the elements of TQM.
14. List out the advantages of statistical quality control.
15. How do you prevent defects?
16. Bring out various quality motivation techniques.
17. What are the benefits of quality circles?
18. Trace out the problems in quality cost measurement.
19. Find out the types of sampling plans.
23. Describe the purpose of a quality management system.
24. Mention the elements of environment management system.
25. Give the historical development of quality activities.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions

20. What are the dimensions of service quality?
21. How do you construct a control chart?
22. Write a detailed essay on ABC analysis.