

APRIL 2021

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 Total Quality?
2. What do you mean by Competitive Advantage?
3. Write a note on Investment Costs.
4. What is meant by Process Control Charts?
5. Define Value Engineering.
6. What is mean by Sampling Inspection?
7. Write the meaning of Bilateral Tolerance.
8. What do you mean by Quality Improvement?
9. Define Total Quality Control (TQC).
10. What is the ISO 9000 Standards Series?
11. What do you understand by the term Quality Circle?
12. Define Total Quality Environmental Management.

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions, each in 200 words.

13. Explain the various aspects of quality control.
14. What are the pillars of TQM?
15. Elucidate the different purpose of control charts.
16. What is the difference between inspection and quality control?
17. Explain the various advantages of ABC analysis.
18. What are the basics of quality improvement?
19. Bring out any five goals of ISO 9000:2000 revisions.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions each in 500 words.

20. Explain the different dimensions of quality.
21. Explain the main principles of total quality management.
22. Clarify the seven basic tools of quality.
23. Discuss the various types of sampling plans.
24. Explain the techniques for increasing motivation.
25. Elucidate the process of implementing quality circles.