

APRIL 2017

65161/KDAXA

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions, each in 50 words.

1. Define quality planning.
2. What is cost of quality?
3. Write a short note on Taguchi loss function.
4. Define PDSA cycle.
5. State the objectives of control charts.
6. What are scatter diagrams?
7. Explain 8D methodology.
8. What is re-engineering?
9. What are the benefits of TQM?
10. What are the different types of bench marking?
11. List the stages of auditing.
12. Define the term quality system.

J M. com . Total Quality Management.

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions, each in 200 words.

13. What are the types of quality?
14. Discuss the vision mission and policy statements in detail.
15. Explain about the 5S principle.
16. Explain the control chart patterns.
17. Explain various methods that are used for graphical representation of a frequency distribution.
18. Describe in detail the steps/phases of achieving the six sigma state.
19. What are all documents to be prepared for quality system?

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions, each in 500 words.

20. What are the dimensions of service quality? Explain.
21. Discuss about the deming 14 principles.
22. Enumerate about the BPR analysis.

23. Identify five types of teams available to an organisation.
24. What are the principles of ISO 9000 quality system? Explain .
25. What is house of quality? Explain with an example.