

NOVEMBER 2017

65161/KDAXA

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions.

1. What is meant by control chart?
2. What do you understand by Statistical Quality Control?
3. What is meant by Human Resource Development?
4. What do you mean by Quality?
5. Define the term Total Quality Management.
6. Write a note on continuous improvement in work.
7. What do you know about Quality Management?
8. What is meant by Team Work?
9. What do you mean by Sampling Inspection?
10. What is Single Sampling Plan?
11. Write a note on Techniques of Statistical Quality Control.
12. What is meant by ISO Certification?

I M.Com - Total Quality Management.

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. State the Characteristics of Total Quality Management
14. Briefly explain the importance of Total Quality Management.
15. Analyze the basic procedures for the operation of a Quality Control Programme.
16. Explain the advantages of Double Sampling Plan.
17. Elucidate the functioning of Human Resource Development Mechanism
18. Explain the difference between Personnel Function and Human Resource Development Function.
19. Bring out the contents of Control Chart.
22. Analyze the importance of selection of ISO Model and implementation of ISO 9000.
23. Bring out the suggestions to make Human Resource Development is effective in Indian Organizations.
24. Analyze the Tangible and Intangible benefit of Total Quality Management.
25. Explain the Types of Control Chart.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions.

20. Explain the principles of Total Quality Management.
21. State the advantages of the Statistical Quality Control.