

APRIL 2023

66422/KD32A

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions.

1. Define quality control.
2. Name any three most prominent quality Gurus.
3. List out the statistics used in quality control.
4. What do you mean by control chart?
5. Give the analysis techniques for quality costs.
6. Mention the four phases of Inspection?
7. Define Run chart.
8. What do you mean by quality management system?
9. What is the need for ISO 9000?
10. Mention any two benefits of ISO.
11. What do you mean by Quality circles?
12. Mention the type of companies should go for ISO 900 certifications.

I Mcom → Total Quality Management

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. State the principles of quality control.
14. What are modified control limits? Why they should be used?
15. Distinguish between statistical quality control and Reliability.
16. Briefly explain the methods of quality appraisal.
17. Write a note on 'Standard Tolerancing'.
18. Describe the zero Defect model with an example.
19. Write the different objectives of quality circles.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions.

20. Explain the statistical applications in quality control.
21. Discuss the six step process used for implementing statistical Process Control. (SPC)
22. Summarise the various approaches for designing for reliability.

23. Point out the theory for sampling inspection in TQM.
24. Comment on the statement 6σ is an effective tool for centers improvement.
25. Explain the elements of ISO 9000:2000.