

Quality Management-2013

Section-A

Note: Attempt any five questions. Each question carries 1 marks.

1. Read the following sentences carefully and mark whether TRUE OR FALSE (any five)

- (a) ISO 9001 is a standard for quality management system. True/False
- (b) All work is Not a Process. True/False
- (c) Resource management is an important aspect of quality management. True/False
- (d) ISO is Not an acronym for International Organization for standardization. * True/False
- (e) Customers pay little attention to quality. True/False
- (f) When it comes to quality there is always room for improvement. True/False
- (g) Process auditors are Not necessary in quality management. True/False
- (h) Nobody can be aware of quality needs all the time. True/False

Section-B

Note: Attempt any three questions. All questions carry equal marks.

- Q.2. Differentiate between TQM & BPR.
- Q.3. What is acceptance sampling?
- Q.4. Prepare two statistical control charts for quality measurement.
- Q.5. Define with example inspection and measurement.

Q.6. Is there any relationship between JIT and Quality concept?

Section-C

Note: Attempt any three questions. All questions carry equal marks (7) each.

- Q.7. What are the various principles, pillars and elements of quality management.
- Q.8. Describe quality assurance at different stages. What is the relationship between quality assurance and top management.
- Q.9. Define value of quality. Discuss the various steps in product planning.
- Q.10. How quality can be used for productivity improvement?
- Q.11. Write a detailed note on ISO-9000-3.