

MAM
(SEM-X) THEORY EXAMINATION 2019-20
QUALITY MANAGEMENT

Time: 3 Hours

Total Marks: 100

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A**1. Attempt all questions in brief.****2 x 10 = 20**

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| a. | How does quality leads to profit? |
| b. | What do you understand by cost of poor quality? |
| c. | What is the need of unbiased data collect? |
| d. | What is C-Chart? |
| e. | What do you meant by signal to noise ratio? |
| f. | Write a short note on customer relation. |
| g. | Define faiture rate. |
| h. | Explain TQM culture. |
| i. | What do you understand by empowerment? |
| j. | Write a short note on internal audit. |

SECTION B**2. Attempt any three of the following:****10x3=30**

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| a. | “Quality is a means to success in a competitive and global environment.” Comment. |
| b. | Explain the principles carried out under the Japanees 5’s and 8D. |
| c. | Discuss the six sigma concept of process capability. |
| d. | Elucidate the process of rewards and recognition in Quality Management. |
| e. | What is the relevance of Total Productive maintence to TQM? |

SECTION C**3. Attempt any one part of the following:****10x1 = 10**

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| a. | Write about sum old and new statistical tools a manager should follow when measuring Quality Management. |
| b. | Explain the dimensions of product and service quality. |

4. Attempt any one part of the following:**10x1=10**

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| a. | Present the various steps (process) and documentation required to implement FEMA. |
| b. | Discuss the process of business process re-engineering (BPR). |

5. Attempt any one part of the following:**10x1 = 10**

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| a. | Define the term quality vision, mission and policy statement in detail. |
| b. | Discuss about bench marking and POKA-YOKE. |

6. Attempt any one part of the following:**10x1 = 10**

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| a. | Discuss the various elements of ISO 9004. |
| b. | Discuss in detail contribution of deming and juran for quality. |

7. Attempt any one part of the following:**10x1 = 10**

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| a. | Discuss the various qualitative and quantitative statistical methods for quality control. |
| b. | Write a note on the following:- (i) Quality Management system. (ii) Cost of quality. |