

891Register No.: **April 2018****Time - Three hours**
(Maximum Marks: 75)

**[N.B: (1) Q.No. 8 in PART - A and Q.No. 16 in PART - B are compulsory.
Answer any FOUR questions from the remaining in each PART - A
and PART - B**

(2) Answer division (a) or division (b) of each question in PART - C.

**(3) Each question carries 2 marks in PART - A, 3 marks in Part - B and
10 marks in PART - C.]**

PART - A

1. Define the term quality.
2. What are the dimensions of quality?
3. When run chart is used?
4. Define frequency distribution.
5. List the various types of control charts.
6. When 'R' charts are used?
7. Write about radar diagram.
8. Define concept of TPM.

PART - B

9. State the quality statements of organization.
10. What is the purpose of scatter diagram?
11. Write the concept of quality circle.
12. Define mean, median and mode.
13. What is sampling techniques?
14. Write the objectives of control charts.
15. Write short notes on np chart.
16. List the objectives of bench marking.

[Turn over.....

PART - C

17. (a) (i) What are the elements of TQM?
(ii) State the obstacles to TQM implementation.
(Or)
- (b) (i) Discuss customer delight.
(ii) Explain the various requirements of ISO 9001:2008 quality management system.
18. (a) (i) Explain PDCA cycle for continuous improvement.
(ii) Describe Kaizen techniques.
(Or)
- (b) (i) Enumerate the cause and effect analysis for process improvement.
(ii) Describe the organization of QC and objectives of quality circle.
19. (a) (i) Write about the various types of data and collection of data.
(ii) Discuss graphical representation of a frequency distribution.
(Or)
- (b) (i) State the measures of central tendency.
(ii) How will you build six sigma organization and culture?
20. (a) (i) Compare 'X' charts with 'R' charts.
(ii) How will you measure the process capability?
(Or)
- (b) (i) Write the steps in constructing 'P' charts.
(ii) Describe the 'C' charts for attributes.
21. (a) (i) Discuss tree diagram with a neat sketch.
(ii) Explain the construction of matrix data analysis diagram.
(Or)
- (b) (i) State the concepts and objectives of Just In Time.
(ii) Enumerate the detailed steps in implementing TPM.
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