

## **Production and Operation Group**

Course: QUALITY MANAGEMENT

Credit: 2

Last Date of Submission: October 31 (for January Session)

April 30 (for July Session)

Max. Marks:-30

Min. Marks:-12

Note:-attempt all questions.

1. Explain how quality can be examined at three level by an organization that is committed to quality.
2. State Deming's 14 points for quality management. Explain the interrelationships among them.
3. Explain Taguchi's "Quality Loss Function" with an illustration for estimating the same.
4. How do you interpret control charts? Explain the possible causes of different out-of-control indicators.
5. What is benchmark? Discuss the relevance of benchmarking to total quality management.
6. Explain the concepts of "Six-Sigma" quality along with a suitable illustration.
7. Discuss the guiding principles of Total Productive Maintenance Programs.
8. What is FMEA? Discuss the various steps involved in the FMEA process.
9. What are the 20 key elements or requirements of a firm's quality program on which ISO 9000 standards focus?
10. How can an organization develop a Total Quality supportive corporate culture?