

Total No. of Pages: 1

Register Number:

7323

Name of the Candidate:

DIPLOMA EXAMINATION - 2010

(QUALITY MANAGEMENT)

(PAPER – I)

110. PRINCIPLES OF QUALITY MANAGEMENT

December)
Hours

(Time: 3

Maximum: 100 Marks

Answer any FIVE questions.
All questions carry equal marks. (5 × 20 = 100)

UNIT – I

1. (a) Discuss the importance and need for quality improvement. (10)
- (b) Explain the quality philosophy of Taguchi. (10)
- (OR)
2. (a) Explain the quality philosophy of Ishikawa. (10)
- (b) Discuss the factors affecting quality. (10)

UNIT – II

3. (a) Explain the activity of network diagram. (10)
- (b) Discuss the features of tree diagram. (10)
- (OR)
4. (a) Discuss the relative merits and demerits of seven management and planning tools. (10)
- (b) What are prioritization matrices? Explain. (10)

UNIT – III

5. (a) Discuss the relative merits and demerits of seven basic quality control tools. (10)
- (b) What is Pareto diagram? Explain it with an example. (10)

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(OR)

6. (a) Discuss the features of process flow chart. (10)
(b) What is Histogram? Explain with an example. (10)

UNIT – IV

7. (a) Explain the feature and applications of QFD. (10)
(b) Discuss the quality circles. (10)
(OR)
8. (a) What are quality costs? Explain. (10)
(b) What are the differences between ISO 9000 a ISO 14000? (10)

UNIT – V

9. (a) Discuss the characteristics of TQM. (10)
(b) Write short notes on Bench marking and Brain storming. (10)
(OR)
10. (a) Discuss the features of TPM and give its benefits. (10)
(b) Describe the salient features of 5S Concepts a Six sigma concept. (10)

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