

MAY 2012

P/ID 37531/PBER

Time : Three hours

Maximum : 80 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. What is quality?
2. What is sampling inspection?
3. What is quality appraisal?
4. What is inspection?
5. What is value analysis?
6. What is total quality control?
7. What is quality circle?
8. What is I.S.O.?

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

9. What is the role of statistics in quality control?
10. Discuss sampling inspection?

11. Explain value engineering.
12. Discuss ABC analysis.
13. What is quality management system?
14. Explain the role of human resource development in quality management.

PART C — (1 × 15 = 15 marks)

(Compulsory)

15. XYZ Co is manufacturing ball pens. The product is for school children. The price of the product is Rs. 5 per pen. The company is getting necessary indelible ink and other raw materials from the nearby places. The company claims that the pen writes continuously with free flow of ink. The entrepreneurs wants to insist on quality policy for the ball pen.

Suggest a suitable quality policy for the product.