

MAY 2016

**P/ID 77531/PMER/  
PMBR3/PMSR3/  
MBNR3**

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Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. What are the various dimensions of quality?
2. Explain the scope of Total Quality Control.
3. Write a short note on Histogram.
4. Explain different types of graphs.
5. Explain the sequential sampling plan.
6. Explain the importance of employee empowerment in Total Quality Management.
7. List down the benefits of ISO registration.
8. Explain the features of ideal quality policy.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Discuss the features and importance of quality planning.
10. Discuss the applications of quality costs.

11. Discuss the barriers to TQM implementation.
12. Explain various types of sampling methods.
13. Discuss the features of check sheet.
14. Discuss the steps involved in benchmarking process.
15. Discuss the objectives and benefits of ISO 9000.
16. Explain the recent techniques adopted for quality improvement.

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Case study :

An organisation manufacturing electrical fittings seeks your advice for the introduction of Total Quality Management in its operations. Draft a detailed guidelines highlighting various requirements.

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