

## Quality Management-2014

### Section-'A' (Objective Type Questions)

**Note:** Attempt any five question. Each question carry 1 mark.

1. Choose the correct answer:

(i) ISO head quarter is situated at:

- (a) New York                      (b) New Delhi
- (c) London                        (d) Geneva

(ii) Quality Circle is found:

- (a) Inside Organisation    (b) Inside State

(c) Outside Organisation    (d) Both

(iii) Inspector, scrap and repair one the examples of:

- (a) Internal cost                (b) External cost

(c) Internal failure cost    (d) External failure cost

(iv) Quality is defined by:

- (a) Degree of excellence
- (b) Superior product    (c) Durable product
- (d) Product which confirms to the standards valued by customer

(v) SQL is :

- (a) Statistical Quantity Control
- (b) Statitical Quality Control
- (c) Superior Quality Concepts
- (d) Systematic Quality Control

(vi) TQM stands for:

- (a) Total Quality Manufacturing
- (b) Total Quality Monitoring
- (c) Total Quantity Measurement
- (d) Total Quality Management

(vii) Acceptance Sampling is used for:

- (a) Measuring quality
- (b) Assessing the defects
- (c) Creating control limits
- (d) Accepting the lot

(viii) ISO 9000 is a/an:

- (a) Organisation
- (b) Quality Certification
- (c) Quality Control Equipment
- (d) All the above

### Section-'B' (Short Answer Type Questions)

**Note:** Attempt any three of the following. Each question carries 3 marks.

2. Write short note on zero defect concept.
3. What is quality, circle explain.
4. What do you understand with term Quality Assurance.
5. What is quality policy.
6. What do you understand with economics of quality.

### Section-'C' (Long Answer Type Questions)

**Note:** Attempt any three of the following. Each question carries 3 marks.

7. ISO has been a great quality initiative and accepted by many organisation across the world. Write a detail note on ISO and its various types in detail. Why it is a useful approach for quality improvement.
8. Explain various control charts with their characteristics and applications in quality control.
9. What do you understand with sampling plans for attributes & variable. Explain in detail.
10. Write a detailed note on manufacturing planning for quality. Why it is a necessary for today's competitive environment.
11. What do you understand with concept of quality management and terminologies used in it. What is the role of organisational policy in it. Explain with examples.