



BAMR14

HARYANA VISHWAKARMA SKILL UNIVERSITY

(Established under the Government of Haryana Act of Legislation No 25/2016)

Course : B.Voc. (Automotive Mechatronics)
Subject : Industrial best practices & Quality Management
Semester : 2nd
Subject Code : ZBME-104
Duration : 3 Hours
Maximum Marks : 70

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. **Section A** comprises ten questions of objective type in nature. All questions are compulsory. Each question carries two mark.
3. **Section B** comprises six essay type questions out of which students need to do any five. Each question carries ten marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled.

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SECTION-A (OBJECTIVE TYPE QUESTIONS)

(10×2=20 Marks)

Q1 Systematic problem solving requires

- a. Motivating the worker
- b. Defining the problem to be solved
- c. Drawing control charts
- d. Keeping management informed

Q2 ISO 9000 determines

- a. If the company practices its written procedures
- b. If vendors are performing well
- c. Process capability
- d. The kind of control chart to be used

Q3 Problem identification requires

- a. Flow charting the process
- b. Monitoring customer complaints
- c. Knowing how to draw control charts
- d. Team meetings

Q4 Just-In-Time aimed at

- a. Zero inventories
- b. Reduced manpower
- c. Over production
- d. All of the above

Q5 The following is (are) used as safety device(s) in machines

- a. Fail safe
- b. Safety interlocks
- c. Limit switches
- d. All of the above

Q6 The process mapping is a _____ diagram.

- a. Data flow
- b. Work flow
- c. Circular
- d. Audit

Q7 Total Productive maintenance (TPM) approach has the potential of providing almost a seamless integration between

- a. Production and Quality
- b. Quality and Maintenance
- c. Production and Maintenance
- d. All of the above

Q8 _____ applies the principles of participatory management towards incremental improvement of the current methods and process.

- a. Ergonomics
- b. A Time Study
- c. The PDCA Cycle
- d. Kaizen

Q9 Appropriate motives for adopting ISO 9000 include which of the following?

- a. To create a quality management system
- b. To improve operations
- c. To conform to the requirements of customers
- d. All of the given options

Q10 Quality checklists are used to:

- a. Ensure that Quality Assurance steps were followed
- b. Keep quality inspectors busy
- c. Inform upper management where failures occur
- d. Prevent project audits

SECTION-B (ESSAY TYPE QUESTIONS)

(5×10=50 Marks)

- Q1** Explain the importance of quality. Explain the Hierarchy of quality Management?
- Q2** “Total Quality Management has lost its importance. Total Productivity Maintenance has taken over it”- Discuss.
- Q3** Narrate the process of conducting Quality Audit in a Service Organisation and usage of various control charts
- Q4** Give a detailed account of the clauses of ISO 9001 Discuss the benefits of ISO 9000 for quality assurance.
- Q5** Explain the process of implementation of Poke Yoke. Explain its role in integrated management System.
- Q6** Explain in Detail the barriers to TQM implementation? Correlate it with leadership concept for quality assurance.

-----End of Paper-----