



SECTION –A (OBJECTIVE TYPE QUESTIONS)

(10x1=10 Marks)

1. Which one of these is not a S from 5S concept
  - a. sort,
  - b. set in order,
  - c. shine,
  - d. suitable
2. The phrase “poka yoke” is derived from the Japanese word that means:
  - a. to avoid errors
  - b. to do errors
  - c. type I error
  - d. type II error
3. Which one from the following is *not* a barrier to TQM
  - a. lack of management commitment;
  - b. weak comprehension of quality management;
  - c. inability to change organizational cultures
  - d. high stress level
4. ISO means:
  - a. International Organization for Standardization
  - b. International Organization for Standard
  - c. Indian Organization for Standardization
  - d. International Office for Standardization
5. A -----is used for continuous data, where the bins represent ranges of data.
  - a. Bar chart
  - b. Histogram
  - c. flow chart
  - d. all of the above
6. -----is a graph in which the values of two variables are plotted along two axes, the pattern of the resulting points reveals any correlation present.
  - a. scatter diagram
  - b. Control charts
  - c. Check sheets
  - d. None of the above

7. Which one of them is a principle of TQM:
- Focus on customer.
  - Employee involvement.
  - Process centred.
  - All of the above
8. JIT means:
- Just in Time
  - Just in Technology
  - Job in Time
  - Job in Technology
9. -----is a system of maintaining standards in manufactured products by testing a sample of the output against the specification.
- Quality
  - TQM
  - Quality control
  - None of the above
10. Which one is not a safety hazard in manufacturing industry?
- Fall
  - Machine guarding
  - Electrical
  - Personal conflicts

**SECTION -B (ESSAY TYPE QUESTIONS)**

(5x5=25 Marks)

- What do you mean by quality? Discuss its importance in industry.
- Define hierarchy of quality management.
- Discuss the quality assurance process with suitable example.
- Define ISO 9001. Write the benefits of ISO 9001.
- What do you mean by problem? Discuss the different types of problem.
- What do you mean by TQM? Explain the features of TQM.
- 'TPM is a Process for Improving Equipment Effectiveness'. Discuss.
- What do you mean by integrated management system? Explain the different levels of integration.

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**End of The Paper**