

2101281

**DIPLOMA OF VOCATION**  
**Industrial Electronics**  
**Subject: Quality Management**  
**Subject Code: EDQM-303**  
**Semester: Fifth**  
**January 2021**  
**Theory (External): 70 Marks**  
**Time: 03 Hours**

---

**Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 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

<b>Roll Number</b>											

**SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)**  
**(10x2=20 Marks)**

- A. What do you mean by Quality?
- B. Explain Six Sigma.
- C. Describe JIT.
- D. Define BPR (Business Process Re-engineering).
- E. What is Benchmarking?
- F. What are 7 QC Tools?
- G. Define ISO 9001.
- H. What is DFMEA?
- I. Explain Eco-labeling.
- J. What do you understand by TQM?

**SECTION -B (ESSAY TYPE QUESTIONS)**  
**(5x10=50Marks)**

1. Define Quality Management. What are its major elements? What are the essential steps while implementing TQM in an organization?
2. List the various contributors who have contributed to TQM. Also briefly describe their thoughts to improve quality in an organization.
3. What is meant by delighting the customer? Think yourself as a customer and take at least ten cases where you feel delighted while using and company's products or services.
4. Draw and explain the QFD House of Quality and the various steps in designing the QFD.
5. What is the role of benchmarking in TQM? Explain various approaches used for benchmarking.
6. What is the origin of Quality circle? Explain in details the problem solving cycle of a QC.
7. Explain in detail the ISO 9001, ISO 9002, 9003, and 9004. ISO 9000 certificate is being widely used as a vehicle to achieve TQM. Explain?
8. Write down short note on the following.
  - a) FMEA
  - b) Six Sigma
  - c) Taguchi's Quality philosophy.
  - d) BPR

**==END OF PAPER==**

