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**200964**

**BACHELOR OF VOCATION**

**Automotive Manufacturing**

**Subject: Industrial Best Practices and Quality Management**

**Subject Code: ZBME-104**

**Semester: Second**

**September 2020**

**Theory (External): 70 Marks**

**Time: 03 hours**

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**INSTRUCTIONS TO THE STUDENTS**

1. Read the questions carefully and write the answers in the answer sheets.
2. Wherever necessary, the diagram drawn should be neat and properly labelled.
3. This questions paper comprises of 6 questions out of which student need to attempt any 3 questions.
4. All questions carry equal marks.
5. The time allotted will be 3 hours for examinations including time of downloading of question paper to emailing of answer books to the concerned Dean/IC.

## **ESSAY TYPE QUESTIONS**

1. Briefly describe various types of quality costs. What kind of costs should a firm be more concerned with and why?
2. What are the different phases in implementation of ISO 9000 QMS in an organization? Describe each of them giving examples.
3. Define problem. Discuss the different types of problems. Write the barriers to problem solving.
4. List and explain the key success factors for Total Quality Management (TQM) in an organization.
5. Briefly explain the six elements of leaders in context of TQM.
6. Draw a flowchart for a typical Award process and identify its key elements.

\*\*\*\*\*END PAPER\*\*\*\*\*