

**B.Voc Automotive Component Manufacturing**  
**Subject: Fundamentals of Industrial Management**

**Subject Code: ZBGE-101**

**Semester: Second**

**September 2022**

**Theory (External): 35 Marks**

**Time: 03 Hours**

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**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 1 mark.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 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

**Roll Number**

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**SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)**  
(10x1=10 Marks)

- A. Define quality.
- B. Define Quality assurance in different stages.
- C. What do you mean by quality budget.
- D. Explain ISO 9000 series of standard.
- E. Write several types of problem solving tools.
- F. How quality survey is defined.
- G. Explain principle of TQM.
- H. What is poke yoke?
- I. Define inspection.
- J. Write down some benefits of ISO 9000.

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**SECTION –B (ESSAY TYPE QUESTIONS)**  
(5x5=25 Marks)

1. Explain approaches to define quality & how the cost of quality is defined.
2. What do you mean by Inspection in quality control? What are its types?
3. What are the primary requirements of ISO 9001? Discuss benefits of ISO 9001.
4. Explain the following:
  - (a) Scatter Diagram
  - (b) Check Sheets
5. Explain the leadership concepts of TQM.
6. What do you mean by concept of 5S & safety used in industries?
7. Explain any two techniques to solve a problem.
8. What is Audit? Elaborate various types of Audit.

==END OF PAPER==