

2107088

**DIPLOMA OF VOCATION**  
**Industrial Electronics**  
**Subject: Quality Management**  
**Subject Code: EDQM-303**  
**Semester: Fifth**  
**July 2021**  
**Theory (External): 70 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 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

Roll Number									

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

- A. Define TQM?
- B. What is the difference between Quality Assurance and Quality Control?
- C. What is European quality policy?
- D. What is the purpose of ISO?
- E. Difference between Product quality and Process Quality.
- F. Define Eco- Labelling.
- G. Explain process capability analysis.
- H. What are 7 QC tools?
- I. What is QS 9000?
- J. What is the importance of quality in the management of a company?

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

1. Explain the principle concepts of quality management?
2. Write short note on:  
(a) Six sigma  
(b) Robust design method
3. What is the role of international quality organizations in quality policy?
4. State the difference between regional, national and international standardization.
5. What are the benefits of benchmarking? Also explain in detail various approaches that are used for benchmarking.
6. Explain the following terms:  
(a) Sustainable development  
(b) DFMEA
7. What are the steps involved in Statistical process control. Explain the types of statistics used.
8. Define BPR. Explain Six Sigma in product development for quality improvement.

==END OF PAPER==