

CLASS: M.Com. C.A.

15A/254

St. JOSEPH'S COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 620 002

SEMESTER EXAMINATIONS – APRIL 2015

TIME: 3 Hrs.

MAXIMUM MARKS: 100

SEM	SET	PAPER CODE	TITLE OF THE PAPER
IV	2013	12PCC4301	TOTAL QUALITY MANAGEMENT

SECTION – A

Answer all the questions:

20 x 1 = 20

Choose the correct answer:

- Quality is _____ for use or purpose.
 - Fitness
 - Control
 - Not necessary
 - Problem
- SPC means
 - System Program Control
 - Statistical Process Control
 - Signal Performance Chart
 - Single Process Chart
- Inspection, typically performed under
 - Dynamic condition only
 - Static or dynamic condition
 - Static condition only
 - None of these
- MTTF stands for
 - Mean Time between Failure
 - Failure Rate
 - Failure under parallel system
 - Mean Time to Failure
- QIS – means
 - Quantity Information System
 - Quality Information System
 - Quick Information System
 - Quality Instruction System

Fill in the blanks:

- Kaizen means _____.
- X chart also called _____.

8. The producers risk quantified as _____ can be rejected.
9. The failure rate is expressed in terms of failure _____ of time.
10. Operational control reports are designed to assist in conducting _____ operations with particular emphasis on achieving improvement.

State True or False:

11. Seiri means sorting.
12. R chart also called Range Chart.
13. Under the attributes plan a random sample is taken for the lot and each unit is classified.
14. A system operates only once called non-reparable system.
15. ISO 8402-1986 defines Quality Assurance as related to Product / Service.

Match the following:

- | | |
|----------------------------|---|
| 16. ISO 9002 | - a) Redundancy |
| 17. C – Chart | - b) Quality Assurance in Production and Installation |
| 18. LQL | - c) Company wide Audit |
| 19. Parallel Configuration | - d) for Non-conformities |
| 20. Quality survey | - e) Limiting Quality Level |

SECTION – B

Answer all the questions:

5 x 7 = 35

21. a. Define Quality. State its various Dimensions.

OR

- b. Explain the three segments of Kaizen.

22. a. Explain statistical process control and state its advantages.

OR

b. Explain the various steps involved to develop control charts.

23. a. Explain the concept of acceptance sampling. State its advantages and disadvantages.

OR

b. Write a note on i) Economic of Inspection ii) Quality indices.

24. a. Explain the different measures are available for repairable items and non-repairable items under reliability.

OR

b. Explain the different types of systems under system reliability.

25. a. What is meant by Quality Information System? State its scope.

OR

b. What is meant by Quality Audit? Explain the specific purpose of Quality Audits.

SECTION – C

Answer any THREE questions:

3 x 15 = 45

26. Explain the concept of 5s. State its implementation process and advantages.

27. Explain the control chart for variable and attributes.

28. How to make plan for Inspection? How much inspection is necessary?

29. What is meant by Life testing? State its different stages and different kinds of testing methods.

30. Draw a flow chart for Quality Audit.
