

MBA.III/11.16.0699

Reg. No.



A

**MBA (FT) DEGREE III SEMESTER EXAMINATION NOVEMBER 2016**

**SMS 2316 QUALITY MANAGEMENT**

Time: 3 Hours

Maximum Marks: 50

**PART A**

(Answer *ALL* questions)

(5 × 2 = 10)

1. What is the Juran Trilogy?
2. Define quality and reliability.
3. What is six sigma process capability?
4. Define the term acceptance sampling.
5. What is rational subgrouping?

**PART B**

(Answer *ANY FIVE* questions)

(5 × 4 = 20)

6. Value engineering follows a structured thought process that is based exclusively on "function", i.e. what something "does" not what it is. Elaborate on this.
7. Write a note on design FMEA.
8. What are the dimensions of quality for manufacturing? Give examples.
9. Discuss the construction and use of Total Cost of Quality (CoQ) curve.
10. What are the eight main chapters of ISO/TS 16949? Explain each briefly.
11. Describe Taguchi loss function. If the specification are  $15 \pm 3$  for a particular characteristic and the average repair cost is ₹250, determine the loss function. Determine the loss at  $y = 2$ .
12. What are the four key documents of QFD? What is the purpose of each document?

**PART C**

(Answer *ANY TWO* questions)

(2 × 10 = 20)

13. Write a note on TPM deployment. TPM can be seen as a way to help achieving the goal of TQM. How?
14. Describe with suitable examples the seven basic tools of quality control.
15. What are the main elements covered by ISO 14001 environmental management systems? What are the problems and negative barriers in the process of implementation of ISO 14001?