

School of Business

Department of Business

Mid Term Examination

Exam Date: 29 Sep 2023

Time : 90 Minutes

Marks : 50

Sem V - D1UC501T - Quality Management

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

- 1) Explain the significance to Statistical Quality Control(SQC) in quality control. K2 (2)
- 2) Define failure cost of quality with example. K1 (3)
- 3) Explain 4 important dimensions of product quality and service quality. K2 (4)
- 4) Describe the Poke Yoke technique for product quality improvement. K2 (6)
- 5) Illustrate the use of statistical process control (SPC). K3 (6)
- 6) Practice Deming's fourteen principles of quality management. K3 (9)
- 7) A 3PL firm is facing many issues in the warehouse in recent months. Evaluate the effectiveness of Quality Circle concept to improve the working of warehouse. K4 (8)

- 8) Examine the 5S+1 methodology application in a warehouse. K4 (12)

OR

Examine the procedures of forming a Quality circle in a manufacturing unit. K4 (12)