



School of Manufacturing Skills

Session: 2020-21 (Winter Semester)

B. Voc. Program, V Semester,

1st In-Sem. Examination

Course Code: SMS1505

Time: 1 Hour

Course Name: Quality Management

Max. Marks: 20

Instructions:

1. Attempt all questions.
2. Section A contains 05 Questions. Each question carries 1 Mark.
3. Section B contains 03 Questions. Each question carries 2 Marks.
4. Section C contains 03 Questions. Each question carries 3 Marks.

Section – A

05X01 = 05 Marks

1. PDCA means
 - a) Plan Do Check Act
 - b) Process Do Check Assurance
 - c) Plan Define Check Assurance
 - d) None of the above
2. In any process variability is due to
 - a) Selected cause
 - b) Technical cause
 - c) Chance cause and assignable cause
 - d) None of the above
3. 80/20 Rules is applicable for
 - a) Pareto Charts
 - b) Fishbone Diagram
 - c) To define the OEE
 - d) PFMEA
4. Dock Inspection is called.
 - a) Incoming Inspection
 - b) Final Inspection
 - c) In process Inspection
 - d) BOP Inspection
5. Cost due to rework of the material will count in
 - a) Prevention cost
 - b) Appraisal cost
 - c) External failure cost
 - d) Internal Failure cost



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Section – B

03X02 = 06 Marks

6. Differentiate between Quality control & Quality assurance.
7. Define quality management.
8. What is the purpose of inspection? Write any two.

Section – C

03X03 = 09 Marks

9. Which 7 QC tools are used in quality management?
10. What are the methods of inspection? Explain any one of the method.
11. What do you understand by the term cost of quality? Name all cost associated with quality.



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Answer Key

Section – A

05X01 = 05 Marks

1. PDCA means
 - a) Plan Do Check Act
2. In any process variability is due to
 - c) Chance cause and assignable cause
3. 80/20 Rules is applicable for
 - a) Pareto Charts
4. Dock Inspection is called.
 - b) Final Inspection
5. Cost due to rework of the material will count in
 - d) Internal Failure cost

Section – B

03X02 = 06 Marks

6. Differentiate between Quality control & Quality assurance.

Ans.

Quality control can be defined as that Industrial Management technique by means of which product of uniform acceptable quality is manufactured.

Quality assurance is the method of assuring the desired quality, reliability, service and other aspects in the manufactured product in current production.

7. Define quality management.

Ans.

Quality management is the act of overseeing all activities and tasks that must be accomplished to maintain a desired level of excellence.

8. What is the purpose of inspection? Write any two.

Ans.

- To determine if the process is changing.
- To distinguish good lots from bad lots.

Section – C

03X03 = 09 Marks

9. Which 7 QC tools are used in quality management?

Ans.

- 1) Check sheet
- 2) Histogram
- 3) Pareto chart
- 4) Cause and effect/Fishbone diagram
- 5) Scatter diagram
- 6) Control charts
- 7) Flow chart/Run chart/Stratification diagram.

10. Which are the methods of inspection? Explain any one of the method.

Ans.

- **100% Inspection**
- **Sampling inspection** - In this method randomly selected samples are inspected. Samples taken from different batches of products are representatives. If the sample prove defective, the entire concerned is to be rejected or recovered. Sampling inspection is cheaper and quicker. It requires less number of Inspectors. In the case of destructive test, random or sampling inspection is desirable.

11. What do you understand by the term cost of quality? Name all cost associated with quality.

Ans.

The effective cost component of a manufactured product that is spent by an organization towards achieving Quality is called Quality cost.

