



**Part B** **5 x 6 = 30**  
**Answer ALL questions**  
**Each answer should not exceed 400 words or two pages**

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|--|------|--------|
| 11.a. Define Quality assurance.                                | (or) | CO1 K1 |
| 11.b. Brief about dimensions of Quality.                       |      | CO1 K1 |
| 12.a. Why Customer Focus is to be given importance?            | (or) | CO2 K2 |
| 12.b. Write about final inspection.                            |      | CO2 K2 |
| 13.a. Explain the need for making Proto sample.                | (or) | CO3 K3 |
| 13.b. What are quality parameter needed for a shipment sample? |      | CO3 K3 |
| 14.a. Give importance of ISO registration.                     | (or) | CO4 K3 |
| 14.b. Elaborate on AQL.  |      | CO4 K4 |
| 15.a. Discuss the concepts of Kaizen.                          | (or) | CO4 K3 |
| 15.b. List Lean – 5s and explain                               |      | CO4 K3 |

**Part C** **5 x 12 = 60**  
**Answer ALL questions**  
**Each answer should not exceed 800 words or four pages**

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|---|------|--------|
| 16.a. Discuss on Quality management in detail.                          | (or) | CO1 K1 |
| 16.b. Elaborate 4 point system with example.                            |      | CO1 K1 |
| 17.a. What are the factors affecting customer perception? Justify.      | (or) | CO2 K2 |
| 17.b. Discuss in detail about the types of defects and their solutions. |      | CO2 K2 |
| 18.a. Enumerate the procedures in Quality Management system.            | (or) | CO3 K3 |
| 18.b. Explain in detail about Export quality control.                   |      | CO3 K3 |
| 19.a. Outline ISO 9001 Structure with reference to quality control.     | (or) | CO4 K3 |
| 19.b. Write a detailed note on Primary packaging                        |      | CO4 K3 |
| 20.a. Describe about Six Sigma in detail.                               | (or) | CO4 K3 |
| 20.b. Account for Total Quality management Excellence Model.            |      | CO4 K3 |

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