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BRAINWARE UNIVERSITY

Term End Examination 2023

Programme – B.Sc.(CCT)-2022

Course Name – Quality Assurance and Accreditation

Course Code - BCCTC202

(Semester II)

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

(i) Select the correct name of six-sigma based simple problem solving methodology.

- | | |
|----------|----------|
| a) DMACC | b) DELAY |
| c) DMAIC | d) DRIM |

(ii) Express the concept -cost of quality is

- | | |
|--------------------|-------------------|
| a) prevention cost | b) appraisal cost |
| c) failure cost | d) all |

(iii) Select the area Juran's trilogy of quality management does not include-

- | | |
|---------------------|-------------------------|
| a) quality control | b) quality measurement |
| c) quality planning | d) quality improvements |

(iv) Predict the step of problem solving beginning in quality-

- | | |
|--------------------------|---------------------------|
| a) team discussion | b) SPC |
| c) design of experiments | d) problem identification |

(v) Select the full form of FMEA-

- | | |
|---------------------------------------|--------------------------------------|
| a) failure mode & effect analysis | b) failure mode & effective analysis |
| c) function mode & effective analysis | d) none |

(vi) Choose the correct one.... cleaner production is the continual effort to..... without reducing production capacity

- | | |
|---|-----------------------------|
| a) prevent pollution | b) reduce the use of energy |
| c) reduce use of water & material resources
minimize waste | d) all |

(vii) Where is the NABL head office located ?

- | | |
|------------|-----------|
| a) Chennai | b) Mumbai |
|------------|-----------|

- c) Delhi
d) Chandigarh
- (viii) What is the name of the cost associated with prevent errors ?
a) appraisal cost
b) prevention cost
c) external failure cost
d) internal failure cost
- (ix) Choose the correct- All of the following are the elements of a TQM system except-
a) leadership
b) measurement
c) communications
d) detentions
- (x) Where PDCA Cycle is used for?
a) Continuous improvement
b) Discontinuous improvement
c) Intermittent improvement
d) Seldom improvement
- (xi) Choose the correct- The standards for output based on quality & customer-service requirements that originate at the organizational & process level include requirements for all following except-
a) accuracy
b) innovation
c) timeliness
d) turnover
- (xii) What does a ISO 9000 certified business show?
a) has shown it produces high quality products
b) has demonstrated six sigma quality
c) has shown it has quality system in place
d) has demonstrated a quality reputation
- (xiii) Select the full form of JIT.
a) just in table
b) just in tools
c) justify the time
d) just in time
- (xiv) Select the right one- According to ISO , Quality is the totality of features & characteristics of a product or service that bear on its ability to satisfy stated & implied needs of the
a) Customer
b) Patient
c) Doctor
d) Manager
- (xv) What is the meaning of Six-Sigma concept in Quality?
a) Identify the problems in organization
b) Identify and prioritize problems as per customer need
c) Identify the resource area in organization
d) Identify the key result areas

Group-B

(Short Answer Type Questions)

3 x 5=15

(Answer any Five from the following)

2. Distinguish between internal audit & external audit in quality. (3)
3. Write down the dimensions of Quality. (3)
4. Write down the benefits of NABL accreditation. (3)
5. Classify different types of Control Charts in Quality. (3)
6. What do you mean by Quality Records? (3)

OR

What do you mean by Quality Audit? (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

(Answer any Six from the following)

7. List down the obstacles in implementing TQM in real life. (5)
8. Express the dimensions of Quality. (5)

- 9. Explain the principles of TQM. (5)
- 10. Illustrate the strength & weakness of Juran's Quality Trilogy. (5)
- 11. Express Deming's principles elaborating its application in hospital set up. (5)
- 12. Explain the determinants of Quality. (5)

OR

Explain the importance of Quality. (5)
