

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2022
(Fourth Semester)

Branch – COSTUME DESIGN AND FASHION

TOTAL QUALITY MANAGEMENT IN APPAREL INDUSTRY

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. The basic concept of TQM is
(i) Improvement (ii) customer satisfaction (iii) Both (i) and (ii) (iv) None
2. An integrate approach for managing quality in order to support the transition to system management is
(i)TQM (ii) TQMEX (iii) Both A and B (iv) None
3. The element of Kaizen are
(i)Team work (ii) quality circles (iii) Improved morale (iv) All the above
4. A statistical and data driven process that works by reviewing limit mistakes or defects is
(i)FMEA (ii) KAIZEN (iii) Six sigma (iv) PDCA
5. The degree of excellence of something is
(i)Quality (ii) standard (iii) audit (iv) system
6. The comparison between level of the costs from the present and from the past is -----
---- analysis
(i) Tendency (ii) Pareto (iii) Both A and B (iv) None
7. Measurement against defined standards is
(i)QFD (ii)Bench marking (iii) TQM (iv) PDSA
8. Which is not a quality control tools
(i)Histogram (ii) fishbone diagram (iii) scatter diagram (iv) EMS
9. To embed a quality management system within an organization is
(i) ISO 9000 (ii) QFD (iii) FMEA (iv) TQM
10. Products produced for environmental protection application purpose is
(i)Oekotech (ii).ecotech (iii) Both A and B (iv) None

SECTION - B (35 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 7 = 35)

11. a. Explain about TQMEX Model.
(OR)
b. Evaluate the barriers in TQM.
12. a. Discuss the new seven management tools.
(OR)
b. Analyze the five stages of FMEA.
13. a. Discuss about customer satisfaction and retention.
(OR)

Cont...

- b. Illustrate the definition of quality and bring out its dimensions.
14. a. State the meaning of QFD? Bring out its benefits.
(OR)
b. Analyze about the process in bench marking.
15. a. Discuss about the requirement and benefits of EMS
(OR)
b. Analyze the need for ISO 9000 Standards.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks

(3 x 10 = 30)

16. Appraise about the four pillars of TQM.
17. Enumerate on PDCA and PDSA cycle.
18. Elucidate about the analysis of quality cost and its techniques.
19. Criticize about the seven quality control tools.
20. Assess any two agencies in Quality systems and write about their documentation and accreditation.

Z-Z-Z

END