

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2025
(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 × 1 = 10)

Question No.	Question	K Level	CO
1	What is the primary focus of Total Quality Management (TQM)? a) Maximizing profits b) Continuous improvement and customer satisfaction c) Reducing employee workload d) Increasing production speed	K1	CO1
2	What is a common barrier to successful TQM implementation? a) Strong leadership support b) Employee resistance to change c) Proper training programs d) Effective communication	K2	CO1
3	What is the primary goal of Business Process Reengineering (BPR)? a) Small, incremental changes in processes b) Radical redesign of business processes for dramatic improvements c) Eliminating human involvement in processes d) Reducing the number of employees	K1	CO2
4	What is the primary goal of Six Sigma? a) Reducing process variation and defects b) Increasing marketing efforts c) Maximizing employee turnover d) Focusing only on product design	K2	CO2
5	What is the purpose of analyzing quality costs? a) To increase production time b) To identify areas for cost reduction and process improvement c) To increase defects in production d) To eliminate the need for quality control	K1	CO3
6	What does the Higg Index measure? a) Financial performance of apparel brands b) Environmental and social impact of fashion and textile products c) Customer satisfaction in the fashion industry d) Fashion trends and consumer preferences	K2	CO3
7	What is the main objective of benchmarking in quality management? a) To compare and adopt best practices from leading organizations b) To increase advertising expenses c) To limit innovation in business processes d) To focus only on financial performance	K1	CO4
8	The first step in the QFD process is a) Identifying customer requirements b) Testing the final product c) Determining the price of the product d) Conducting employee training	K2	CO4
9	Which of the following is a key principle of ISO 9001:2015? a) Customer focus b) Ignoring employee involvement c) Reducing documentation requirements d) Eliminating third-party audits	K1	CO5
10	Which of the following is an essential element of an Environmental Management System (EMS)? a) Waste management b) Customer service improvement c) Increasing production speed d) Advertising strategies	K2	CO5

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	Interpret the four C's of TQM.	K2	CO1
	(OR)		
11.b.	Summarize the five pillars of TQM.		
12.a.	Outline the Kaizen strategy and practice.	K3	CO2
	(OR)		
12.b.	How will you interpret the PDCA cycle?		
13.a.	Define the evolution of quality.	K4	CO3
	(OR)		
13.b.	Examine the analysis techniques for quality costs.		
14.a.	Identify the reasons for benchmarking.	K3	CO4
	(OR)		
14.b.	Infer a note on Total Quality Circle.		
15.a.	Discuss about ISO 9000:2000 quality system.	K4	CO5
	(OR)		
15.b.	Formulate a note on SA 8000 standard.		

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Question No.	Question	K Level	CO
16	Examine the need and implementation of TQMEX model.	K4	CO1
17	Analyze the concept of six sigma.	K4	CO2
18	Categorize on Higg Index by Sustainable apparel Coalition.	K4	CO3
19	Construct a note on Quality Function Deployment process.	K4	CO4
20	Explain about Oekotex standard in detail	K4	CO5

Z-Z-Z END