

Exam Date & Time: 28-Sep-2020 (02:00 PM - 05:45 PM)



PSG COLLEGE OF ARTS AND SCIENCE

Note: Writing 3hrs: Checking & Inserting Image : 30mins

MSc DEGREE EXAMINATION MAY 2020
(Fourth Semester)

Branch - COSTUME DESIGN & FASHION

TOTAL QUALITY MANAGEMENT IN APPAREL INDUSTRY [18CDP24]

Marks: 75

Duration: 210 mins.

SECTION A

Answer all the questions.

- 1) Malcolm Baldrige national quality award is for (MBNQA)
 - (i) Total Quality Management
 - (ii) International standard Organization
 - (iii) Total Productive Maintenance
 - (iv) Total Quality Control

(1)

- 2) The objective of ISO 9000 family of quality Management is
 - (i) Employee Satisfaction
 - (ii) Customer Satisfaction
 - (iii) Skill enhancement
 - (iv) Environmental issues

(1)

- 3) PDCA was made popular by _____, who is considered as the father of modern quality control.
 - (i) Philip Crosby
 - (ii) Juran
 - (iii) Shewart
 - (iv) W.Edwards Deming

(1)

- 4) While setting quality objective, _____ to be considered.
 - (i) Material quality
 - (ii) Customer need
 - (iii) Market Demand
 - (iv) All of the above

(1)

- 5) Which of the following Japanese word means "to make everything clean & shiny"?
 - (i) Seiri
 - (ii) Seifon
 - (iii) Seiketsu
 - (iv) Seiso

(1)

- 6) Which of the following concept focuses on reducing variation?
 - (i) Kaizen

(1)

- (ii) 5S
- (iii) Six sigma
- (iv) FEMA

- 7) Rework in production comes under _____ cost.
- (i) Internal failure
 - (ii) External failure
 - (iii) Appraisal
 - (iv) Prevention cost
- (1)
- 8) Which of the following tool is based on 80/20 principle?
- (i) Control chart
 - (ii) Pareto chart
 - (iii) Fishbone diagram
 - (iv) Check sheet
- (1)
- 9) Which of the following methodology aimed at allowing organizations to anticipate failure during the design stage or manufacturing process?
- (i) Kaizen
 - (ii) 5S
 - (iii) Six sigma
 - (iv) FEMA
- (1)
- 10) Which one of the following tool used to map out activities and tasks for a project in sequential order?
- (i) Affinity diagram
 - (ii) Check Sheet
 - (iii) Activity Network diagram
 - (iv) Tree diagram
- (1)

SECTION B

Answer all the questions.

- 11) Discuss in detail about the basic concepts of TQM.
- (7)
- a)
- [OR] Explain the need for TQMEX and its implementation.
- b) (7)
- 12) Discuss about PDCA & PDSA cycles.
- (7)
- a)
- [OR] Explain the concept of six sigma.
- b) (7)
- 13) Explain about the dimensions of quality.
- (7)
- a)
- [OR] Discuss about the costs of poor quality.
- b) (7)

- 14) State the reasons for bench marking. (7)
- a)
[OR] Discuss the phases of QFD process. (7)
b)
- 15) State the importance Oeko tex certification. (7)
- a)
[OR] Explain about SA8000 standard. (7)
b)

SECTION C

Answer 3 out of 5 questions.

- 16) List the principles of TQM and explain them. (10)
- 17) Assess the new seven management tools for problem solving. (10)
- 18) Discuss about the analysis techniques for quality costs. (10)
- 19) Assess the usefulness of seven QC tools. (10)
- 20) Discuss about the elements of EMS. (10)

-----End-----