

2004 S8PM QUALITY ENGINEERING AND MANAGEMENT-TEST I

Time: 60 minutes

3X5 + 3X5 = 30marks maximum

1. Explain David Garvin's eight dimensions of quality.
2. Explain the various types of teams used for quality improvement.
3. Two different hardening processes, saltwater quenching and oil quenching, are used on samples of a metal alloy and the results are as follows:

Oil	146	147	147	134	141	138	149	143	144	138		
Saltwater	153	139	151	150	151	151	149	153	148	152	149	150

Prepare boxplots comparing the two processes and give your conclusions.

4. Briefly explain Deming's principles for transformation of management.
OR
5. Describe ten steps for an organization to get ISO9000 certification. Who actually gives the certificate? From where do they get the power to do so?
6. List the various methods for obtaining customer feedback and distinguish between them.
OR
7. Describe the various stages in the life-cycle of a team.
8. Explain what do you mean by Vision, Mission and Quality Policy statements. Give examples.
OR
9. Define Quality, Quality Control and Quality Assurance as per ISO9000:2000 and differentiate.