Student Name: University Roll No.:	Printed Pages: 01

School of Engineering
First Theory Sessional Examination
Odd Semester (AS: 2024-25)
B. Tech: Computer Science and Engineering [Year: IV]
[Semester : VII]

Course Title: Quality Management **Course Code: OE33501**	**Max Marks: 30** **Time: 1 *hrs***

Instructions: 1-Mention any assumptions made.
2-Notations have usual meaning.

	SECTION 'A' **Q.N.1. Attempt all parts of the following:**	**Course Objective**	**Marks**
a)	What are the dimensions of quality?	CO1	1
b)	Which ISO standard is specifically related to quality management systems?	CO1	1
c)	Define quality planning?	CO1	1
d)	What is a mission statement?	CO2	1
e)	Define optimizing quality cost.	CO2	1
	SECTION 'B' **Q.N.2. Attempt any two parts of the following:**	**Course Objective**	**Marks**
a)	What do you understand by waste elimination? Explain.	CO1	7.5
b)	Explain about customer satisfaction.	CO1	7.5
c)	Explain the evolution of quality control from its early beginnings to the introduction of Six Sigma.	CO2	7.5
	SECTION 'C' **Q.N.3. Attempt any one parts of the following:**	**Course Objective**	**Marks**
a)	Discuss how employee involvement contributes to the success of TQM.	CO1	10
b)	How can organizations effectively implement quality controls to ensure a reliable supply chain?	CO1	10
c)	Distinguish between quality and total quality management systems.	CO2	10

Table 1: Mapping between COs and questions

COs	Questions Numbers	Total Marks
CO1	1a,1b,1c,2a,2b,3a and 3b	38
CO2	1d,1e,2c and 3c	19.5