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**DHANALAKSHMI SRINIVASAN COLLEGE
OF ARTS & SCIENCE FOR WOMEN
(AUTONOMOUS)**

(For Candidates admitted from 2019-2020 onwards)

UG DEGREE EXAMINATIONS APRIL – 2021

**B.SC – FASHION TECHNOLOGY & COSTUME DESIGNING
APPAREL QUALITY MANAGEMENT**



Time: 3 Hrs

Max.Marks: 75

PART – A

CHOOSE THE CORRECT ANSWER.

(10X1=10)

1. During which century, the manufacturers began to include quality processes in quality practices?
 - a) 17th century
 - b) 18th century
 - c) 19th century
 - d) 20th century
2. Reworking the cost of quality
 - a) Decreases
 - b) increases
 - c) neutralizes
 - d) none of above
3. All of the following are the elements of TQM system EXCEPT.....
 - a) Leadership
 - b) communications
 - c) detentions
 - d) measurements
4. One of the advantages of team work is
 - a) It breaks down barriers between internal customers and suppliers
 - b) it results in promotion
 - c) it results in salary increment
 - d) None of above
5. The mean of sampling distribution is
 - a) less than mean of process distribution
 - b) more than mean of distribution
 - c) equal mean of process distribution
 - d) statistical mean of distribution
6. The chart used to monitor attributes is
 - a) range chart
 - b) mean chart
 - c) P-chart
 - d) NP chart
7. Taguchi suggested that loss in a process is increased with increase in which of the following?
 - a) Specifications
 - b) variability
 - c) competition
 - d) standards
8. is a graphic tool for defining the relationship between customer desires and the firm/product capabilities.
 - a) Affinity diagram
 - b) arrow diagram
 - c) house of quality
 - d) quality function deployment

9. The objective of ISO-9000 family of quality management
- a) Employee satisfaction
 - b) customer satisfaction
 - c) skill enhancement
 - d) Environmental issues.

10. TQM and ISO both focuses on
- a) supplier
 - b) employee
 - c) customer
 - d) quality auditor

PART - B

ANSWER ALL THE QUESTIONS

(5x7=35)

11. a) Give a brief account on PDSA cycle.

(OR)

- b) Discuss about Jurban Triology.

12. a) Explain the principles of TQM.

(OR)

- b) State the performance appraisal, features and benefits.

13. a) Explain consumer's risk and producer's risk

(OR)

- b) Features of chart control limit

14. a) Describe the process of QFD.

(OR)

- b) Discuss the concept of TQM and mention its merits and demerits

15. a) Derive the ISO 9000 principles in apparel quality management.

(OR)

- b) Explain Wrap.

PART - C

ANSWER ANY THREE QUESTIONS

(3 x 10=30)

- 16. Explain and detail about 5S.
- 17. Elaborate the pillars of TQM.
- 18. Describe the types of sampling plan.
- 19. Give a detail about benchmarking.
- 20. Explain EMS.