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DCAM605

Reg. No.

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VI Semester B.B.A. Degree Examination, June/July - 2025

AVIATION MANAGEMENT

Quality Management

(NEP Scheme F+R)

Paper : 6.5

Time : 2½ Hours

Maximum Marks : 60

Instructions to Candidates:

Answers must be written in English only.

SECTION - A

Answer any Five of the following.

(5×2=10)

1. a) Define TQM.
- b) What is Cost of quality?
- c) What is Kaizen?
- d) What is Six Sigma?
- e) Give meaning of the term "Quality Function Development".
- f) Mention "5S" in quality improvement.
- g) What is quality Movement?

SECTION - B

Answer any Four of the following.

(4×5=20)

2. Explain a) Zero defects
b) Just-in-Time
c) Lean Management
3. Explain the principles of Quality Management.
4. Discuss the benefits of Six Sigma in quality improvement.
5. Write a note on "Taguchi Quality Loss Function".
6. Discuss about the Organizations supporting the quality movement and their quality standards.

[P.T.O.]



SECTION - C

Answer any Two of the following:

(2×12=24)

- 7. Discuss the evolution of Quality movement with the philosophies of various quality gurus.
- 8. Explain the various quality management tools.
- 9. Explain the process of benchmarking and its benefits to the organization in improving the quality.

SECTION - D

Answer any One of the following.

(1×6=6)

- 10. Prepare a Cause and effect diagram for a defective product of a company.
- 11. List out the Criteria for evaluating Vendor quality.

(2×5=10)



(4×5=20)