



INDIAN INSTITUTE OF TECHNOLOGY, JODHPUR
Minor II, March 2023

Date of Examination: _____ **Session (FN/AN)** _____ **Duration** 1 hr **Full Marks** 15
Subject No. : MSL 71500 **Subject Name:** QUALITY MANAGEMENT
Department/Center/School: SME
Specific charts, graph paper, log book etc., required: NO
Special Instructions (if any): NO

PART A – 10 marks

Answer ANY TWO questions. All questions carry equal marks (5 marks each)

Ques 1 Explain the various characteristics of 'services', and discuss their implications.

OR

During service recovery, what would you fix first – “the customer” or “the problem”? Explain why.

Ques 2 Illustrate the HOQ and explain the various parts. Why is it called the Voice of the Customer, and the House of Quality?

Ques 3 Explain what is meant of ANY ONE of the following. Also explain the various steps involved in the tool.

- a) Affinity diagram
- b) Arrow diagram

PART B – 5 marks

1. Discuss the following three classifications of quality costs:

- Costs of internal failures
- Costs of external failures
- Prevention costs

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2. A regular inspector inspected a certain number of items in a lot and discovered 40 defectives. Subsequently, a check inspector reexamined all the items (i.e., good plus defective) and found three items without defects rejected by the regular inspector and four defective items missed by the regular inspector. Calculate the percent of defects correctly found by the regular inspector.

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