CENTRAL BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, ESTABLISHED IN 1952 BY PLANNING COMMISSION, GOVT. OF INDIA

CENTRAL BOARD OF EXAMINATIONS

BSS NATIONAL VOCATIONAL EDUCATION MISSION

BUS038-BSS ADVANCED DIPLOMA IN QUALITY MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

BUS038-01 INTRODUCTION TO QUALITY MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Define: "quality"
2) Define: "quality control"
3) Define: "quality assurance"
4) List up to three examples of costs incurred by a business as a result of poor quality.
5) Outline up to four different factors that a customer might use to assess the quality of a product or service
6) List three possible disadvantages of relying on a system of quality inspection.
7) Define the acronym TQM.
8) outline two advantages to a business of implementing TQM.
9) Define the evolution of quality.
10) Define TQM.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define Total Quality?
2) Give the Basic Concepts of TQM?
3) Give the Principles of TQM?
4) Give the Obstacles associated with TQM Implementation?
5) Define Quality Costs?
6) Give the primary categories of Quality cost?
7) How will you determine the optimum cost?
8) Give the Objectives of TQM?
9) What are the general duties of a quality council?
10) What does a typical meeting agenda contain after establishing the TQM?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) What is quality cost? Explain the techniques used for Quality cost?
2) Explain the principles of TQM
3) Explain Deming Philosophy
4) Explain the barriers to TQM implementation
5) Explain the concepts of Leadership
6) Explain Juran trilogy for Continuous Process Improvement
7) Explain the PDSA cycle
8) Explain Kaizen principle

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain the QFD process.
2) Explain the House of Quality in Quality Function Deployment.
3) Explain the implementation and documentation of Quality System
4) Why is ISO 9000 important? Explain briefly.
5) Explain the Benefits of ISO 14000.

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ONE YEAR EXAMINATION NOVEMBER-2025

BUS038-02 REQUISITES FOR QUALITY MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) The statement of an organization's commitment to quality is _____

2) Quality improvement programs may require the product itself to be changed. _____

3) The basis upon which adherence to policies is measured is _____

4) The focus on the product is highest during _____

5) During an inspection, inspectors normally make suggestions on correcting the defects found. _____

6) There are _____ numbers of function types.

7) Baselines measure the _____ change.

8) The term "benchmarking" means _____

9) The objective of TQM is _____

10) System Test Plan will not include _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What are the Dimensions of Quality?
2) Define Quality Planning?
3) What is a mission statement?
4) What is a vision statement?
5) Give the need for a feedback in an organization?
6) What are the elements of customer service?
7) Define Customer Retention?
8) Define Employee Involvement?
9) State Maslow's Hierarchy of Needs?
10) Define Empowerment?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) What are the stages of team development? Explain.
2) What are the benefits of employee involvement?
3) What are the ten conditions for the selection and evaluation of suppliers?
4) What are the objectives of Performance measures?
5) Explain Juran trilogy for Continuous Process Improvement?
6) Explain the QC or SPC tools?
7) Plot the control chart for variables and attributes?
8) What are the stages of FMEA?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Give the seven basic steps to get an organization started toward TPM?
2) Explain the implementation and documentation of Quality System?
3) Discuss about ISO 9000:2000 Quality Systems?
4) List the dimensions of quality. Explain its meaning
5) Define quality for the following products: a university, an exercise facility, sauce, and toothpaste.

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BUS038-BSS ADVANCED DIPLOMA IN QUALITY MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

BUS038-03 QUALITY MANAGEMENT IN MANUFACTURING

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) What is QFD?

2) Define Benchmarking.

3) What do you understand by QFD?

4) Why TPM is required? Give its types of maintenance.

5) What do you mean by FMEA? Give its types.

6) What is Taguchi's Loss Function concept?

7) List out the various steps involved in a benchmarking process.

8) What do you mean by HOQ?

9) What are the 4 stages of FMEA?

10) Define reliability.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What do you mean by House of Quality?
2) What are the six sections of a basic house of quality matrix?
3) What are the four phases of product development in QFD process?
4) List out any four benefits of QFD.
5) What are Taguchi methods?
6) Define quality in terms of Taguchi's words.
7) Write down tile philosophy of quality loss function.
8) State the concept of quality loss function.
9) What is ISO?
10) What is the function of ISO 9000?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain the Types of Benchmarking.
2) Explain about FMEA
3) Explain the Timing of FMEA
4) Explain the Benchmarking process.
5) Explain about Quality circles
6) Explain about Quality cost
7) Explain Taguchi quality loss function.
8) Explain TPM.

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain the steps to be followed in implementing quality system ISO 9001:2000
2) What are the requirements of ISO 14000? Explain them briefly.
3) Define quality system and explain the evaluation of ISO 9000.
4) Explain the steps followed to get ISO 9000 certification for an educational institute.
5) Discuss in briefly about the documentation of quality system.

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BUS038-BSS ADVANCED DIPLOMA IN QUALITY MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

BUS038-04 QUALITY MANAGEMENT IN SERVICES

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Quality Assurance personnel must not be involved in changing work products. (A) True (B)False
2) The purpose of cost-of -quality computations is to show how much is being spent for the quality control and quality assurance program. (A) True (B) False
3) The method by which release from the requirements of a specific standard may be obtained for a specific situation is a _____
4) Measures designed to minimize the probability of modification, destruction, or inability to retrieve software or data is _____
5) Quality assurance is a function responsible for _____
6) The word management in quality assurance describes many different functions, encompassing _____
7) Statistical process control help to identify the _____ of process problems which are causing defects.
8) Statistical methods are used to differentiate random variation from _____
9) Random causes of process problems can be _____ eliminated.
10) Tools and techniques used during the Quality Planning process include: _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What are the elements of customer service?
2) State Frederick Herzberg's Two-factor theory?
3) Define Empowerment?
4) What are the three conditions necessary to create the empowered environment?
5) What are the types of teams?
6) What are the characteristics of successful teams?
7) What are the decision-making methods?
8) What are the common barriers to team progress?
9) What are the types of appraisal formats?
10) What are the basic ways for a continuous process improvement?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain the PDSA cycle?
2) Explain Kaizen principle?
3) Explain how the employee will be involved in doing a process?
4) What are the ten conditions for the selection and evaluation of suppliers?
5) What are the objectives of Performance measures?
6) Explain the QC or SPC tools?
7) Why a Quality Management System in Service Industries?
8) Explain the Benefits of ISO 14000?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What are the problems that are encountered during implementation of TQM and explain how would you tackle them?
2) What is six sigma methodology? Describe the DMAIC problem solving methodology.
3) "Application of TQM in manufacturing and service industry" - Discuss
4) Describe the QFD process with the help of a flow diagram
5) Explain the various steps involved in building house of quality by selecting suitable example.