

(ii) What are the customer perception of quality? Explain. (7)

23. a) (i) Discuss the application of new seven management tools with examples. (10)

(ii) Discuss the properties of normal curve. (4)

(OR)

b) (i) Describe in details the steps of achieving the six sigma state. (7)

(ii) How is a cause and effect diagram constructed? Discuss in detail with a case study? (7)

24. a) (i) What are the major steps in benchmarking? (7)

(ii) What are the six major loss areas need to be measured for implementing TPM? (7)

(OR)

b) (i) Discuss with an example the stages in building the house of quality. (7)

(ii) Discuss the objectives, process, outcome and benefits of FMEA. (7)

25. a) Explain the classification of ISO 9000 quality system standards.

(OR)

b) Explain in details the different types of quality audits.
