

KATHMANDU UNIVERSITY
End Semester Examination
January/February, 2025

Marks Scored:

Level : B.Tech.
Year : IV

Course : BIOT 403
Semester : I

Exam Roll No. :

Time: 30 mins.

F. M. : 20

Registration No.:

Date

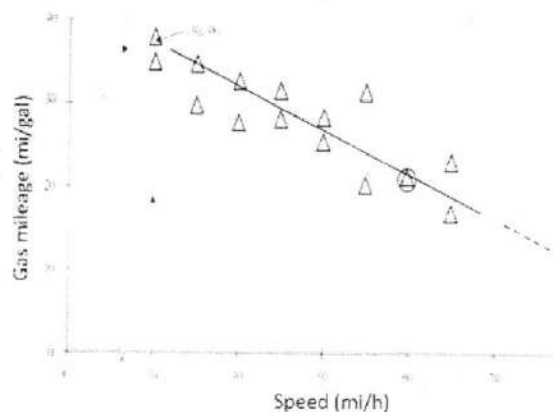
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SECTION "A"

[10 Q. × 0.5 = 5 marks]

Choose and mark [X] in the most appropriate option from each set of choices

- Which of the following is not an advantage/objective of Total Quality Management?
 Reduction of excess costs and defects Integration of quality into the process
 Increment in customer satisfaction Boosting of morale
- Excessive deviation from established standards directly leads to the deterioration of which dimension of quality?
 Serviceability Features Conformance Performance
- Operational approach to short-term planning is called:
 Objective Goal Vision Mission
- Which of the following is responsible for broadening the scope of an employee's work?
 Delegation Job Enrichment
 Extrinsic motivation Employee empowerment
- The relation between gas mileage and speed of a car is plotted on the following scatter diagram. What kind of relation should be interpreted?
 Positive correlation Negative correlation
 Correlation by stratification Curvilinear correlation



- An airlines has a failure in their aircraft design that has only been detected twice but has caused three crashes in two years. When quality engineers carry out a DFMEA test to resolve the problem, which of the following quantities becomes responsible for increment in the RPN value?
 Severity Occurrence Detection None of the above

7. One of the following pairs is matched incorrectly. Identify it.
- Shingo - 5S Approach
 Crosby - Zero Defects
 Juran - Quality Trilogy
 Shewhart - PDCA
8. The PFMEA step carried out after corrective action has taken place in the process of any product is
- RPN Estimation RPN Calculation
 RPN Re-evaluation RPN Specification
9. Which family of ISO Standards is regarded as the most significant in environmental management systems?
- ISO 9001 ISO 14000 ISO 9000 ISO 16000
10. An interviewee is most likely to willingly answer to a quality auditor by the use of what sort of question?
- Closed question Open question
 Rhetorical question Subjective question

SECTION "B"

[5 Q. × 1 = 5 marks]

Fill in the blanks.

11. The Quality Trilogy was first introduced by _____ in 1986.
12. How a product feels, looks, tastes, smells and sounds is defined by the dimension of quality known as _____.
13. Strategic planning evaluates the current state and the future state of the organization by the means of _____.
14. _____ includes division of heterogeneous population into homogenous subgroups as one of its key features.
15. The systematic approach by which organizations can measure themselves against the best industry practices is known as _____.

SECTION "C"

[10Q × 1 = 10 Marks]

Define in one sentence.

16. Cost of poor quality

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17. Internal customer

18. Kaizen

19. Fishbone diagram

20. Control limit

21. House of Quality

22. Correlation matrix

23. FMEA

24. Quality auditing

25. ISO 9000

