**Reg. No. \_\_\_\_\_\_\_\_**

**Karunya University**

**(Karunya Institute of Technology and Sciences)**

(Declared as Deemed to be University under Sec.3 of the UGC Act, 1956)

**Supplementary Examination - June 2011**

**Subject Title: SOFTWARE QUALITY MANAGEMENT Time: 3 hours**

**Subject Code: 09IT218 Maximum Marks: 100**

#### **Answer ALL questions**

**PART – A (10 x 1 = 10 MARKS)**

1. Define: Quality management.

2. Differentiate between sporadic and chronic quality problems.

3. What are the two types of work force teams?

4. What is a quality policy?

5. Expand: FMECA.

6. Define: Reliability.

7. What do you mean by Process capability?

8. What is inspection planning?

9. When does customer defection occur?

10. State the use of Quality Audit.

**PART – B (5 x 3 = 15 MARKS)**

11. What is Pareto Priority Index? Explain.

12. Write in detail about empowerment.

13. How do product designers quantify Safety? Explain.

14. Write short notes on Automated Inspection.

15. State the inputs for a Quality Information System.

**PART – C (5 x 15 = 75 MARKS)**

16. Explain in detail about the Quality Improvement and cost reduction.

(OR)

17. Discuss about dealing with resistance to change.

18. Write about the strategic Quality management and propose a list of 5 quality policies for a specific Organization.

(OR)

19. Discuss about the obstacles to achieving successful SQM.

20. Write and explain the designing for quality statistical tools.

(OR)

21. Explain in detail about designing for safety.

22. Discuss about sampling plans.

(OR)

23. Describe about Acceptance Sampling.

24. Discuss about Quality Information Systems.

(OR)

25. Discuss about Business process Quality management.