

DEPARTMENT OF INDUSTRIAL AND TECHNOLOGY EDUCATION
SCHOOL OF SCIENCE AND TECHNOLOGY EDUCATION
FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA
END OF SEMESTER EXAMINATIONS 2019/2020

COURSE: ITE 512: Quality Control - 2 units Time Allowed: 2 hours

INSTRUCTIONS: Answer **any four** questions. Each question attracts 15 marks

- Q1. A) Explain briefly the definition of quality as expressed by i. Crosby, ii. Deming and iii. Juran. (9mks)
b). What is total quality Management? (6mks)
- Q2. a). What is specification? (6mks)
b). List and explain **three** types of specifications. (9mks)
- Q3. a) Discuss continuous improvement strategy as a management philosophy for quality assurance (9mks)
b) State and explain **four** steps for benchmarking (6mks)
- Q4. a). Mention **five** dimensions of quality (5mks)
b). Explain the similarities between quality of design and quality of conformance (6mks)
- Q5. A). List and explain **four** categories of costs associated to quality assurance. (12mks)
b). Which of the costs in "a" is the most significant cost of achieving quality and why? (3mks)
- Q6. Explain the concept of the following quality terms: (5mks each)
i) Acceptance sampling ii). Process control iii). Benchmarking