

ASSESSMENT # 3**Total Marks: 30**

1. Give short answers the following questions: (5+5+5)
 - i. Briefly describe what is meant by 'Brainstorming'
 - ii. What are the benefits of Brainstorming?
 - iii. Explain the Nominal Group Technique.

2. Provide an example of Major Nonconformance and an example of Minor Nonconformance that may be detected in a quality audit. Discuss the significance of each. (7)

3. External benchmarking is more challenging than internal benchmarking - discuss. (8)