GE6757 TOTAL QUALITY MANAGEMENT
PREVIOUS YEAR UNIVERSITY QUESTION PAPERS

PREPARED BY
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AP/ECE
B.E DEGREE EXAMINATION, APRIL/MAY 2008
MG 1401 – TOTAL QUALITY MANAGEMENT

Part –a
1. List down any tow of the analysis techniques for quality cost.
2. Define quality as per crosby
3. Explain service quality.
4. Explain kaizen.
5. Mention the various measurements of dispersion.
6. List down the seven tools of quality.
7. List down the types of FMEA.
8. Explain benchmarking process.
9. What do you understand by NCR.
10. Explain the need for ISO 14000 QUALITY SYSTEMS.

Part –b
11. A)  
   i. Explain about quality council and quality planning  
   ii. Explain about deming’s philosophy.  

   Or  

   b)  
   i. Explain the contribution of juran to the quality movement.  
   ii. Discuss about the implementation steps of TQM and mention the importance of the management commitment.
12. A) explain the following
i. Juran trilogy
ii. PDSA cycle
iii. Maslow’s theory of need hierarchy.

Or
b) discuss about the supplier partnership procedures.


Or
b) Discuss about the need, types, construction, and applications of control charts.

14. a) Discuss about the objectives, process, outcome and benefits of quality functional deployment (QFD).

Or
b). explain briefly about the following
i. Taguchi quality loss function.
ii. pillars of TPM.

15. A) explain about the philosophy and the requirements of ISO 9000:2000

Or
b). 

i. Discuss about the documentation process in ISO 9000:2000 system.
ii. Explain about the auditing process and role of external agencies.
Reg. No. : 

**Question Paper Code : P 1426**


Seventh Semester

Mechanical Engineering

MG 1401 — TOTAL QUALITY MANAGEMENT

(Common to Seventh Semester B.E./B.Tech Aeronautical Engineering, Automobile Engineering, Bio-Medical Engineering, Civil Engineering, Computer Science and Engineering, Electrical and Electronics Engineering, Electronics and Communication Engineering, Electronics and Instrumentation Engineering, Instrumentation and Control Engineering, Mechatronics Engineering, Metallurgical Engineering, Production Engineering and Information Technology)

(Also common to Eighth Semester – B.E./B.Tech – Bio Technology, Chemical Engineering, Polymer Technology, Textile Technology, Textile Tech (Fashion Technology) and Textile Tech (Textile Chemistry)

(Also Common to Sixth Semester – B.E. – Civil Engineering)

(Also Common to PE 1452 — Total Quality Management — Eighth Semester — B.Tech. – Petroleum Engineering)

(Regulation 2004)

(Also common to B.E. (Part-Time) Sixth Semester Regulation 2005. Electronics and Communication Engineering, Mechanical Engineering/Seventh Semester Electrical and Electronics Engineering)

Time : Three hours

Maximum : 100 marks

Use of Statistical Tables is permitted.

Answer ALL questions.

PART A — (10 x 2 = 20 marks)

1. State the seven underlying principles of TQM.

2. Define quality cost index.
3. Define Customer Retention.
4. Define Employee empowerment.
5. Define process capability.
6. Define process capability ratio.
7. What do you mean by House of Quality?
8. Define failure rate.
9. Name the ISO 9000 series.
10. State the benefits of documentation.

PART B — (5 × 16 = 80 marks)

11. (a) Explain the process of establishing cost of Quality.

Or

(b) State and explain the principles of TQM.

12. (a) Briefly explain Employee Motivation and Empowerment.

Or

(b) Explain Juran Trilogy.

13. (a) In a factory producing spark plug the number of defective found in inspection of 20 lots of 100 each, is given below.

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<tr>
<th>Lot No.</th>
<th>No. of Defective</th>
<th>Lot No.</th>
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Question Paper Code: 66419


Sixth Semester

Civil Engineering

MG 1401 — TOTAL QUALITY MANAGEMENT

(Common to Seventh Semester - Aeronautical Engineering, Automobile Engineering, Biomedical Engineering, Civil Engineering, Electronics & Communication Engineering, Electrical & Electronics Engineering, Electronics & Instrumentation Engineering, Instrumentation & Control Engineering, Mechanical Engineering, Mechatronics Engineering, Metallurgical Engineering, Production Engineering and Information Technology)

(Regulation 2004)

(Also common to B.E. (Part-Time) Sixth Semester Electronics & Communication Engineering, Mechanical Engineering and Seventh Semester Electrical & Electronics Engineering)

(Regulation 2005)

Time: Three hours

Maximum: 100 marks

Answer ALL questions:

PART A — (10 x 2 = 20 marks)

1. What is the role of management in TQM?

2. What is quality planning?

3. Distinguish between internal customer and external customer.

4. What is customer feedback?

5. What is the purpose of Pareto diagram?

6. What is process capability?

7. How is benchmarking used in the industry?

8. What are the areas in which quality functions deployment (QFD) is used?
9. What are the benefits of following ISO quality systems?

10. What is the aim of the environmental management system?

PART B — (5 \times 16 = 80 \text{ marks})

11. (a) (i) What are the dimension of quality? Discuss in brief. (10)

(ii) Justify the following statement. "Quality is a new competitive weapon". Give examples.

Or

(b) (i) What are the barriers to TQM implementation? How are they overcome? (10)

(ii) Discuss the function of quality council. (6)

12. (a) (i) What are the ways by which an organization can make use of customer feedback? (10)

(ii) How is a motivated work force achieved in a company? (6)

Or

(b) (i) Discuss the continuous process improvement cycle with an illustration. (10)

(ii) What are the areas of focus of kaizen? (6)

13. (a) (i) How is the cause and effect diagram prepared? Explain with an example. (10)

(ii) Discuss different SCATTER diagram patterns. (6)

Or

(b) (i) How is affinity diagram constructed? Explain with an example. (10)

(ii) Discuss what is six sigma quality and how is it achieved. (6)

14. (a) (i) What are the major steps in benchmarking? (10)

(ii) What are the major losses prevented by adopting total productive maintenance? (6)

Or

(b) Discuss with an example the stages in building the house of quality.
15. (a) (i) Discuss the documentation pyramid in a quality system. (10)
(ii) What is the registration process for ISO 9000 quality system? (6)

Or
(b) (i) Discuss with a diagram the environment system model. (10)
(ii) Describe how a two-party audit system works. (6)
Seventh Semester
Mechanical Engineering
GE 2022 – TOTAL QUALITY MANAGEMENT
(Common to Seventh Semester Aeronautical Engineering, Production Engineering, Biomedical Engineering, Biotechnology, Computer Science and Engineering, Electrical and Electronics Engineering and Sixth Semester – Civil Engineering)
(Regulation 2008)

Time : Three hours
Maximum : 100 marks
Answer ALL questions.

PART A — (10 x 2 = 20 marks)
1. How can quality be quantified?
2. What are the benefits of TQM?
3. What are the important habits of quality leader?
4. Name a few barriers to Team’s progress.
5. What are the benefits of Benchmarking?
6. Name some new management tools.
7. How can QFD be deployed?
8. What is the formula for measuring equipment effectiveness?
9. What are the general requirements of quality management system?
10. Draw the documentation pyramid.

PART B — (5 x 16 = 80 marks)

11. (a) (i) Describe the six basic concepts of TQM. (8)
(ii) Explain the various dimensions of quality. (8)

Or

(b) (i) Discuss the Deming’s philosophy for TQM. (8)
(ii) Explain the barriers to TQM implementation and solution. (8)
12. (a) (i) Write about the system of recognition and reward followed in an organization. (12)
(ii) What are the suggestions to improve the appraisal system? (4)

Or

(b) Explain the different approaches towards Continuous Process Improvement.

13. (a) (i) Explain the relevance of 6-sigma concept in achieving quality output in a process. (12)
(ii) Give an example of a company practicing six-sigma concept. (4)

Or

(b) (i) What is Benchmarking and why do the organizations adopt this technique? (2+4)
(ii) Explain the Benchmarking process. (10)

14. (a) Explain the seven step plan to establish the TPM in an organization in detail.

Or

(b) Explain the concept of Taguchi’s quality loss function in detail. Give an example.

15. (a) (i) Explain the benefits of EMS. (8)
(ii) Discuss quality auditing in detail. (8)

Or

(b) Discuss the implementation of TQM with a case study from the manufacturing industry.
Reg. No.: 

Question Paper Code: **11542**


Eighth Semester

Electronics and Communication Engineering

MG 1301 — TOTAL QUALITY MANAGEMENT

(Common to Seventh Semester – Civil Engineering, Aeronautical Engineering, Automobile Engineering, Mechanical Engineering, Production Engineering, Biomedical Engineering, Computer Science and Engineering, Fifth Semester – Electrical and Electronics Engineering, Electronics and Instrumentation Engineering, Instrumentation and Control Engineering, Sixth Semester Information Technology and Eighth Semester — Biotechnology, Petro Chemical Engineering, Pharmaceutical, Chemical Engineering and Textile Technology)

(Regulation 2008)

Time: Three hours

Maximum: 100 marks

Note: Chart - Permitted.

Answer ALL questions.

PART A — (10 x 2 = 20 marks)

1. List the dimensions of quality.
2. Name the two basic concept of TQM.
3. Differentiate between empowerment and delegation.
4. What are the roles of a team facilitator?
5. Highlight the features of Activity network diagram.
6. State the principle of Pareto analysis.
7. What are the advantages of bench marking?
9. Define ISO.
10. What is the use of quality auditing?
PART B — (5 × 16 = 80 marks)

11. (a) “Total quality management is too important to be taken up in organization. Specifically, it should not be subsidiary to profit or productivity”. Do you agree to the assertion? Justify your viewpoints with suitable case study.

Or

(b) “The applicability of TQM has limitations”. Do you agree with this statement? Can TQM be implemented for service sectors? Discuss with suitable case study.

12. (a) Explain the seven phases of PDSA cycle for problem solving.

Or

(b) Explain on Juran’s ten steps to quality improvement.

13. (a) The following data are obtained from an automatic filling process of a certain chemical delivered into each container. The specification of the mass delivered is 50 ± 4 grams. Samples of 5 are taken from 10 successive samples as shown in Table:

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</table>

(i) Determine the control limits for X and R charts. (4)

(ii) Plot the charts and comment on the process. (4)

(iii) Does it appear that the machine is capable of meeting the specification requirements? (4)

(iv) Calculate the present defective. (4)
(b) In the manufacture of armatures for electric motors, inspection results of 20 samples of each having 100 units of armature is given in the following table. Calculate the average fraction defective and the control limits. Construct p chart and comment on the process.

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14. (a) Write the short notes for the following:
   (i) Force field analysis.  
   (ii) Affinity Diagram.

   Or

   (b) Mr X is a student of an engineering college doing first year B.E. He stays in the college hostel. In the first semester, he was a regular student but could not score good marks. In the second semester, the college introduced 'shift' system for classes, with the good intention of providing about 4 to 5 hours of time at a stretch for studies and other useful purposes. It was expected that he would improve his studies and score good marks. On the contrary, he has failed in a couple of subjects!

   Discuss:

   Analyze and draw a fish bone diagram.

15. (a) Explain about Quality Function Deployment with examples.

   Or

PART A — (10 × 2 = 20 marks)

1. List any four dimensions of Quality.
2. Mention the barriers involved in TQM implementation.
3. Differentiate between Empowerment and Delegation.
4. List the key elements of supplier partnering.
5. State the principle of 'Pareto Analysis'.
6. What are the stages of six sigma?
7. What is a 'Quality circle'?
8. How will you calculate 'OEE'?
9. Specify the objective of 'Quality policy'.
10. What are the objectives of 'ISO 9000' standards?
PART B — (5 x 16 = 80 marks)

11. (a) (i) Write the fourteen steps of Deming’s philosophy for improving quality, productivity and competitiveness.

(ii) What are Quality statements? Explain with examples.

Or

(b) (i) Explain in detail the Juran’s quality planning road map.

(ii) Review the history of TQM chronologically.

12. (a) (i) Discuss the roles to be played by the employees for an effective implementation of KEIZEN.

(ii) Explain the key elements of customer supplier partnership.

Or

(b) (i) Briefly explain the continuous process improvement.

(ii) Explain the roles of a Team leader and a Facilitator.

13. (a) (i) Explain any two tools of seven statistical tools with an example.

(ii) Discuss the role of six sigma in service sectors.

Or

(b) (i) What are the reasons for Bench marking? Explain six important steps in the process of bench marking.

(ii) Define FMEA. Discuss on two types of FMEA.

14. (a) (i) What are the objectives of TPM? Explain the five pillars of TPM.

(ii) Brief six basic techniques for presenting performance measure.

Or

(b) (i) What are the objectives of QFD? Discuss on four phases of QFD process.

(ii) Explain ‘Taguchi loss function’ and the evaluation method of the loss developed by him.

15. (a) (i) Explain Quality Audit in detail.

(ii) Discuss the main elements of ISO 14000

Or

(b) (i) What are the barriers for implementing TQM in an industry? Explain.

(ii) Specify the differences between ISO 9000 and QS 9000.

Eighth Semester
Automobile Engineering

GE 2022/GE 607/GE 71/10177 GE 004/10144 GE 004 — TOTAL QUALITY
MANAGEMENT

(Common to Seventh Semester Aeronautical Engineering, Production Engineering, Mechanical Engineering, Biomedical Engineering, Biotechnology, Computer Science and Engineering, Marine Engineering, Electronics and Communication Engineering, Electrical and Electronics Engineering and Sixth Semester — Civil Engineering)

(Also common to Eighth Semester, Electronics and Instrumentation Engineering, Instrumentation and Control Engineering, Information Technology and Polymer Technology)

(Regulation 2008/2010)


Time: Three hours

Maximum: 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the dimensions of service quality?
2. What is the concept of total quality management?
3. What are the different types of quality statements?
4. What is 5S?
5. What are the factors that distinguish six sigma concepts from traditional quality management concepts?
6. What is meant by Failure Mode and Effect Analysis?
7. What are the functions of quality circle?
8. Define TPM.

9. What are the benefits of ISO-9000 certification?

10. What is internal quality audit and external quality audit?

PART B — (5 × 16 = 80 marks)

11. (a) (i) What are the barriers while implementing TQM? (8)

(ii) Define quality. Explain the evolution of quality. (8)

Or

(b) Explain the Deming's fourteen points on route to quality. (16)

12. (a) (i) Explain PDSA cycle. (8)

(ii) What is a team? Describe the characteristics of a successful team. (8)

Or

(b) Explain the various techniques of performance measures. (16)

13. (a) What three different outcomes can benchmarking studies reveal? What course of action is appropriate for each outcome? (16)

Or

(b) Explain the New seven tools of quality management. (16)

14. (a) Explain the various types of costs contributing to the cost of quality. Give examples for each. (16)

Or

(b) Discuss in detail how the voice of customer in transformed into technical and functional requirements by QFD. (16)

15. (a) Discuss the various elements of ISO 9000:2000 quality system. (16)

Or

(b) (i) What is QS 9000? State its significance. (8)

(ii) What are benefits of ISO:14000 certification? (8)
Question Paper Code: 52152


Eighth Semester

Automobile Engineering

GE 2022 — TOTAL QUALITY MANAGEMENT

(Common to Electronics and Instrumentation Engineering, Instrumentation and Control Engineering, Chemical Engineering, Petroleum Engineering, Plastic Technology and Information Technology)

(Regulation 2008)

Time: Three hours

Maximum: 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define quality.
2. What are the benefits of TQM?
3. What is customer satisfaction?
4. What is 5 S?
5. Write the different concepts of six sigma.
6. What is meant by bench marking?
7. What is quality loss?
8. What are the objectives of TPM?
9. What are the uses of ISO standards?
10. List the documents required for Qs 9000.

PART B — (5 × 16 = 80 marks)

11. (a) Explain Deming Principles for quality achievement.
    Or
    (b) Explain in detail about Juran trilogy.
12. (a) Write a note on quality planning.  

Or  

(b) Explain the steps in forming a performance appraisal system. What are benefits?  

13. (a) Explain the seven traditional quality tools with suitable examples.  

Or  

(b) Explain the various stages of FMEA with the help of a case study.  

14. (a) Explain in detail about the structure of house of quality.  

Or  

(b) Explain the stages involved in developing TPM.  

15. (a) What are the elements of ISO 9000 standards? Explain in detail.  

Or  

(b) Explain the major elements of Environmental Management System.
B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2014

Sixth/Seventh/Eighth Semester

Civil Engineering

GE 2022/GE 607/GE 71/IE 72/10177 GE 004/10144 GE 004/10177 GE 701/10144 CSE 44 — TOTAL QUALITY MANAGEMENT

(Common to All Branches)

(Regulation 2008/2010)

(Also common to PTGE 2022/10177 GE 004/10144 GE 004/10144 CSE 44 — Total Quality Management for B.E. (Part-Time) Fifth/Sixth/Seventh Semester Civil Engineering, ECE, CSE, EEB, and Mechanical Engineering — Regulation 2009/2010)

Time: Three hours

Maximum: 100 marks

Answer ALL questions.

PART A — (10 x 2 = 20 marks)

1. What are the advantages of implementing TQM in a manufacturing organization?

2. What are the elements of TQM?

3. What is meant by customer retention?

4. What is supplier partnering?

5. What is the use of prioritization matrices?

6. What is a scatter diagram?

7. State the significance of quality circles.

8. What performance measures would you suggest for airline passenger service?

9. Explain briefly the Environmental Management System.
PART B — (5 x 16 = 80 marks)

11. (a) (i) What is service quality? Explain its various elements towards customer satisfaction. (10)
   (ii) What are the obstacles to TQM implementation? Explain. (6)
   
   Or
   
   (b) Describe the Deming’s fourteen points for the improvement of quality management. (15)

12. (a) (i) Discuss about the three quality statements, giving an example for each. (3)
   (ii) What are the benefits of employee involvement? (6)
   (iii) Explain briefly how employee empowerment relate to employee involvement. (4)
   
   Or
   
   (b) (i) What is a Team? List the characteristics of a successful team. (10)
   (ii) What are the factors that KAIZEN focusses for continuous improvement? (6)

13. (a) (i) Six sigma concept can be applied to non manufacturing processes. Do you agree with this statement? Justify your answer with a suitable example. (10)
   (ii) Illustrate the Cause and Effect diagram with a simple example. (6)
   
   Or
   
   (b) (i) What is a Tree diagram? How is it useful for quality management? (10)
   (ii) What is a critical success factor? How is it important in benchmarking? (6)

14. (a) Explain quality function deployment with an example. (18)
   
   Or
   
   (b) (i) List and explain the various measures of performance in evaluating the success of an organization. (10)
   (ii) Discuss the need for Taguchi’s quality loss function. (6)

15. (a) (i) Discuss about the four important documents to be prepared for ISO 9000 certification. (10)
   (ii) What are benefits of implementing ISO 14000 standard? (6)
   
   Or
   
   (b) Discuss the various elements of ISO 9000:2000 quality system. (16)
Sixth/Seventh/Eighth Semester
Civil Engineering
GE 2022/GE 607/GE 71/IE 72/10177 GE 004/10144 GE 004/10177 GE 701/
10144 CSE 44 — TOTAL QUALITY MANAGEMENT
(Common to all branches)
(Regulation 2008/2010)
(Also common to PTGE 2022/10177 GE 004/10144 GE 004/10144 CSE 44 — Total
Quality Management for B.E. (Part-Time) Fifth/Sixth/Seventh Semester Civil

Time : Three hours
Maximum : 100 marks

Answer ALL questions.

PART A — (10 x 2 = 20 marks)

2. What are barriers to implement TQM?
3. What do you understand by “Supplier rating”?
4. List the benefits of team work.
5. Mention any four traditional tools of quality.
6. What are the reasons for bench-marking?
7. Define “Taguchi’s Quality Loss Function” (TQLF).
8. Indicate the different parameters used for quality performance measurement.
10. Compare QS 9000 with TS 16949 quality system.
PART B — (5 × 16 = 80 marks)

11. (a) Describe Deming’s philosophy for quality improvement.

Or

(b) Elaborate on TQM framework and importance of each element.

12. (a) Discuss the importance of “employee involvement” and “motivation” for enhancing quality.

Or

(b) Explain the issues related to customer complaints and retention.

13. (a) Prepare a FMEA work sheet for an induction motor’s shaft failure or a failure of your choice.

Or

(b) Develop procedure for implementation of Six Sigma in a manufacturing organisation.

14. (a) Draw the house of quality for a product of your choice and describe the QFD methodology.

Or

(b) Explain the pillars of TPM and its benefits.

15. (a) (i) What are the need for documentation in Quality Management System? (4)

(ii) Write a brief note on Quality Auditing in QMS. (4)

(iii) Discuss the various elements of QMS. (8)

Or

(b) Explain the features of ISO 14000 and procedure to obtain ISO 14000 certification.
Seventh Semester
Mechanical Engineering
GE 6757 — TOTAL QUALITY MANAGEMENT.
(Common to Sixth Semester Industrial Engineering and Management, Mechatronics Engineering, Information Technology, Pharmaceutical Technology, Computer Science and Engineering and Also Common to Seventh Semester Aeronautical Engineering, Biomedical Engineering, Industrial Engineering, Manufacturing Engineering, Materials Science and Engineering, Mechanical and Automation Engineering, Medical Electronics Fashion Technology, Petrochemical Engineering, Production Engineering, Polymer Technology)
(Regulations 2013)
Time : Three hours Maximum : 100 marks
Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the different ways to create customer oriented culture in an industry?

2. Write down the categories of quality cost.

3. Write the requirements of reliable supplier rating.

4. How employee involvement can be improved in an organization?

5. What are the different ways of bench marking?

6. How cause and effect diagram used in TQM?

7. Write the specific use of np-chart.

8. Define process capability index?

9. Name any two generic ISO standards. Why it is called generic standards?

10. What are the core elements of QMS?
PART B — (5 × 16 = 80 marks)

11. (a) (i) Write down the underlying principles of TQM. (8)
(ii) Describe the various dimensions of quality. (8)

(b) (i) Explain the role of senior level management in TQM implementation. (10)
(ii) Illustrate the various steps involved in customer satisfaction process. (6)

12. (a) (i) Give a detailed note on PDCA cycle. (8)
(ii) Portray the characteristics of empowered employees. (8)

Or

(b) (i) What is supplier partnering? Indicate its important benefits. (8)
(ii) Explain the step by step procedure in strategic quality planning. (8)

13. (a) (i) List out the seven new management tools. Explain them briefly. (8)
(ii) Discuss about the various stages in failure mode and effect analysis. (8)

Or

(b) (i) Compare Six Sigma and TQM concepts. (10)
(ii) What benefits have been achieved by the organizations that have successfully completed their benchmarking programs? Name any four selected best practiced companies. (6)

14. (a) (i) Describe a basic structure of house of quality, a primary planning tool used in quality function deployment (QFD). (6)
(ii) Explain the differences between X-bar and R-charts. How can they be used together and why would it be important to use them together? (10)

Or

(b) (i) Describe a quality control chart and how it can be used. What are the upper and lower control limits? What does it mean if an observation falls outside the control limits? (10)
(ii) Illustrate the key characteristics of Six Sigma. (6)

15. (a) Explain about the various processes used in ISO 9001 quality management system. (6)

Or

(b) With the help flow chart explain the various divisions of ISO 14000 standard.
Unit-I

1. What are the dimension of Quality? Discuss any eight dimensions in detail.

2. Explain the principles of TQM.

3. (i) What are the basic concepts of TQM? Discuss in detail.

   (ii) What is TQM frame work? Discuss with a case study.

4. Describe the Deming’s 14 points for the improvement of Quality management.

Unit-II

1. Explain how the employee will be involved in doing a process.

2. What are the seven habits of highly effective people? Discuss in detail.

3. (i) Explain the phases of PDMA cycle with suitable illustration.

   (ii) Explain the characteristics of successful team.
4. What are the various avenues of measuring customer satisfaction? Give example.

Unit - III

1. How are the following tools used to improve quality.
   (i) Tree diagram.
   (ii) Matrix diagram.

2. Illustrate the cause and effect diagram with suitable examples.
3. Plot the control chart for variables and attributes.
4. Explain the concepts of sigma.

Unit - IV

1. Explain the Benchmarking Process and reasons to Benchmark
2. How is house of quality constructed? Explain with an example.
3. Explain Quality function deployment with an example.
4. What are the pillars of Tpqa? Discuss them in detail. How are they implemented.

Unit - V

1. Explain the elements of 1SO 9000:2000?
2. Explain the benefits of 1SO 14000.
4. Why is 1SO 9000 important? Explain briefly.

X - All the best - X