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Reg. No. :

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Question Paper Code: 59701

B.E. / B.Tech. DEGREE EXAMINATION, APRIL 2019

Elective

Mechanical Engineering

15UME901 - INDUSTRIAL AND QUALITY MANAGEMENT

(Regulation 2015)

Duration: Three Hours

Maximum: 100 Marks

Answer ALL Questions

PART A - (10 x 1 = 10 Marks)

1. Process of Organizing is CO1- R
 - (a) Identification of activities
 - (b) Improve Quality
 - (c) Increase Productivity
 - (d) Reduce Uncertainty
2. Delegation is CO1- R
 - (a) Ultimate outcome of planned delegation
 - (b) Guiding people
 - (c) Assigning responsibility and authority
 - (d) Line authority
3. MBO stands for CO2- R
 - (a) Method base objective
 - (b) Management by objective
 - (c) Maintain by operation
 - (d) All of the above
4. The term Post action is CO2- R
 - (a) After an action is completed
 - (b) Accomplished before a work activity begins
 - (c) Steering controls
 - (d) Done correctly
5. Customer retention is CO3- R
 - (a) Customer satisfaction
 - (b) Customer complaint
 - (c) Retaining the customer
 - (d) Customer feedback

6. Complaints must be resolved within CO3- R
- (a) An hour (b) four minutes
- (c) A day (d) four hours
7. The primary responsibility for establishing design and test specifications should rest CO4- R
- (a) Purchasing (b) Engineering (c) Manufacturing (d) Quality control
8. Which tool not belong to new management tools? CO4- R
- (a) Scatter diagram (b) Affinity diagram
- (c) Matrix diagram (d) Decision tree
9. Who is ultimately responsible for quality management on the project? CO5- R
- (a) Project Engineer (b) Project manager
- (c) Quality manager (d) Team member
10. ISO was formed during the year CO5- R
- (a) 1946 (b) 1956 (c) 1986 (d) 1987

PART – B (5 x 2= 10Marks)

11. Define motivation.. CO1- R
12. List the types of control? CO2- R
13. State the Quality Improvement Strategy? CO3- R
14. What are the objectives of QFD? CO4- R
15. What is the need for ISO 9000? CO5- R

PART – C (5 x 16= 80Marks)

16. (a) Discuss the different steps involved in planning CO1 - U (16)
- Or
- (b) Explain briefly about Organization Structure. CO1 - U (16)
17. (a) Explain the term leadership and state the qualities of a good leader. CO2 - U (16)
- Or
- (b) (i) Define the term Budgetary control and brief about their objectives. CO2 - U (4)
- (ii) Briefly discuss about objectives of budgetary control. CO2 - U (12)

18. (a) What are the concepts of Juran and Crosby concepts in TQM? Discuss in detail CO3 - U (16)
- Or
- (b) Explain Juran's ten steps to quality improvement CO3 - U (16)
19. (a) Discuss about Taguchi Quality Loss Function with an example. CO4 - U (16)
- Or
- (b) Explain about the QFD methodology with suitable sketch. CO4 - U (16)
20. (a) Explain the implementation and documentation of Quality Management System. CO5 - U (16)
- Or
- (b) Explain the various clauses of ISO 14000. CO5 - U (16)

