217/13PM

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Question Paper Code: 71093

M.E. DEGREE EXAMINATION, JUNE/JULY 2013.

Elective

CAD/CAM

CC 9257/QE 912/10222 CDE 32 — TOTAL QUALITY MANAGEMENT

(Regulation 2009/2010)

Time: Three hours

Maximum: 100 marks

Answer ALL questions.

PART A — $(10 \times 2 = 20 \text{ marks})$

- 1. What are the objectives of TQM?
- 2. Define quality and quality system.
- 3. Define quality policy and quality planning.
- 4. What do you mean by "organization for quality "?
- 5. Define leadership of motivation.
- 6. Define supplier quality management.
- 7. Define PDSA. Give an example.
- 8. Classify 5S.
- 9. What are the requirements of ISO 9000 system?
- 10. Define ISO 14000. Give an example.

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

11. (a) What should be the key issue in any TQM model? What according to the transition TQM model is the critical factor in system component and why? Justify why involvement of everyone is considered to be a critical factor for human component in transition TQM model? (16)

Or

(b) Describe the contributions of quality gurus. (i.e) Deming, Juran, Crossby and Ishikawa quality management. (16)

12. (a) Describe the detailed procedure of quality function deployment (including construction, deployment and implementation). (16)

Or

- (b) Discuss the importance of quality policy deployment BPR. Explain the various components of quality costs with an suitable examples. (16)
- 13. (a) Using customer window, explain how business strategy can be oriented towards the 4 different types of customers. Explain using improvised customer focus model how business can be improved. (16)

Or

- (b) Explain how the functions commanding and controlling can thwart the quality movement, if not applied with case. What are the appropriate ways of exercising command and control? (16)
- 14. (a) Identify two process, where mistake occur frequently and suggest preventive measures using Poka Yoka technique. What are the criteria to be considered while implementing 5S? Discuss. (16)

Or

- (b) Conduct a FMEA for the process "Writing a letter using pen and posting" and draw the chart. Identify the critical event. Explain the different steps involved in step model used for bench marking and prove its superiority. (16)
- 15. (a) If you have to constitute a quality award for an educational institute. What will be the different criteria that you would consider and with what weightage? Highlight the clauses in ISO 9001: 2000. (16)

Or

(b) There are different types of quality audits in practice. List them and explain when each has to be carried out in detail. (16)

2

71093