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Reg. No. :

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Question Paper Code: 59701

B.E. / B.Tech. DEGREE EXAMINATION, NOV 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. Military type of organization is known as CO1- R
 - (a) line organization
 - (b) functional organization
 - (c) line and staff organization
 - (d) line, staff and functional organization
2. Delegation is CO1- R
 - (a) Ultimate outcome of planned delegation
 - (b) Guiding people
 - (c) Assigning responsibility and authority
 - (d) Line authority
3. Motivation means a process of stimulating people to accomplish CO2- R
desired
 - (a) quality
 - (b) goals
 - (c) involvement
 - (d) process
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. The objective of TQM is CO3- R
 - (a) To improve process
 - (b) To improve profitability
 - (c) All of the above
 - (d) None of the above
6. Complaints must be resolved within CO3- R
 - (a) An hour
 - (b) four minutes
 - (c) A day
 - (d) four hours

18. (a) Describe 'Total Quality Management' technique in management CO3 - U (16)
Or
(b) Explain Juran's ten steps to quality improvement CO3 - U (16)
19. (a) Discuss the concept of six sigma principle. CO4 - U (16)
Or
(b) Explain about the QFD methodology with suitable sketch. CO4 - U (16)
20. (a) Describe the twenty elements of ISO 9000 standard. CO5 - U (16)
Or
(b) Explain the implementation and documentation of Quality Management System. CO5 - U (16)

