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(c) A day

Reg. No.:					

Question Paper Code: 59701

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

Elective

Mechanical Engineering

15UME901 - INDUSTRIAL AND QUALITY MANAGEMENT

(Regulation 2015)

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Dur	ation: Three Hours	Maximum: 100 Marks
	Answer	ALL Questions
	PART A -	$(10 \times 1 = 10 \text{ Marks})$
1.	Military type of organization is known	as CO1- F
	(a) line organization	(b) functional organization
	(c) line and staff organization	(d) line, staff and functional organization
2.	Delegation is	CO1- F
	(a) Ultimate outcome of planned delega	ation (b) Guiding people
	(c) Assigning responsibility and author	ity (d) Line authority
3.	Motivation means a process of stim desired	ulating people to accomplish CO2-F
	(a) quality (b) goals	(c) involvement (d) process
4.	The term Post action is	CO2- F
	(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- F
	(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- F
	(a) An hour	(b) four minutes

(d) four hours

7.	Some organizations today are using "six sigma", to set the upper and lower limits on control charts rather than the traditional sigma's						
	(a) 2	2	(b) 3	(c) 4	(d) 5		
8.	Which tool not belong to new management tools?						
	(a) S	Scatter diagram		(b) Affinity diagram			
	(c) I	Matrix diagram		(d) Decision tree			
9.	Who is ultimately responsible for quality management on the project?						
	(a) I	Project Engineer		(b) Project manager			
	(c) (Quality manager		(d) Team member			
10.	Woı	karounds are dete	ermined during	which risk management process?		CO5- R	
	(a) I	Risk identification	ı	(b) Quantitative risk analys	sis		
	(c) I	Risk response plar	nning	(d) Risk monitoring and co	ontrol		
			PART -	$-B (5 \times 2 = 10 \text{Marks})$			
11.	. Define the term planning.						
12.	. List the types of control?						
13.	. State the Quality Improvement Strategy?						
14.	What are the phases of QFD process?						
15.	Wha	at are the benefits	of ISO?			CO5- R	
			PART	Γ – C (5 x 16= 80Marks)			
16.	(a)	Define manageri planning function		anning' .Explain briefly how the effectively Or	CO1 - U	(16)	
	(b)	Explain briefly a	bout Organizat	ion Structure.	CO1 - U	(16)	
17.	(a)	Explain Maslow X-Y theory	·	otivation and compare and contrast	CO2 - U	(16)	
	(b)	(i) Define the ter		Or ontrol and brief about their	CO2 - U	(4)	
	(0)	objectives.			232 3	(1)	
		(ii) Briefly discu	ss about object	ives of budgetary control.	CO2 - U	(12)	

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. Or	CO4 - U	(16)
	(b)	Explain about the QFD methodology with suitable sketch.	CO4 - U	(16)
20.	(a)	Describe the twenty elements of ISO 9000 standard. Or	CO5 - U	(16)
	(b)	Explain the implementation and documentation of Quality Management System.	CO5 - U	(16)