

Reg. No. :

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Question Paper Code: 59701

B.E. / B.Tech. DEGREE EXAMINATION, DEC 2020

Elective

Mechanical Engineering

15UME901 - INDUSTRIAL AND QUALITY MANAGEMENT

(Regulation 2015)

Duration: 1.15 hrs

Maximum: 30 Marks

PART A - (6 x 1 = 6 Marks)

(Answer any six of the following questions)

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

