	Reg. No.:												
	Question	Pape	r C	ode	: 59	701							
	B.E. / B.Tech. DEG	REE E	XAN	MIN.	ATIO	ON,	DEC	202	0				
		Ele	ctive	•									
	Mecl	hanical	Eng	inee	ring								
	15UME901 - INDUSTRI	IAL A	ND (QUA	LIT	Y M.	ANA	GE	MEN	T			
	(l	Regula	tion	2015	5)								
Dur	ration: 1.15 hrs						M	axim	ium:	30 N	I ark	S	
	PART	A - (6	x 1 =	= 6 N	I ark	s)							
	(Answer any s	ix of th	ne fo	llow	ing o	ques	tions	s)					
1.	Military type of organization is know	wn as										CO	1- R
	(a) line organization		(b) functional organization										
	(c) line and staff organization		(d) line, staff and functional organization										
2.	Delegation is											CO	1- R
	(a) Ultimate outcome of planned del	legatio	n		(b) G	uidir	ıg pe	ople				
	(c) Assigning responsibility and auth	hority	y (d) Line authority										
3.	Motivation means a process of stimulating people to accomplish desired								CO	2- R			
	(a) quality (b) goals	S		(0	e) inv	olve	men	t	(d) pro	cess		
4.	The term Post action is											CO	2- R
	(a) After an action is completed	(1	(b) Accomplished before a work activity begins										
	(c) Steering controls	(0	d) Do	one o	corre	ctly							
5.	The objective of TQM is											CO	3- 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	l										CO	3- R
	(a) An hour		(b) for	ır mi	nute	S						

(d) four hours

(c) A day

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	(b) 3	(c) 4	(d) 5				
8.	Which tool not belong to new management tools?							
	(a) Scatter diagram		(b) Affinity diagram	(b) Affinity diagram				
	(c) Matrix di	agram	(d) Decision tree	(d) Decision tree				
9.	Who is ultimately responsible for quality management on the project?							
	(a) Project Engineer		(b) Project manager	(b) Project manager				
	(c) Quality m	nanager	(d) Team member	(d) Team member				
10.	Workarounds are determined during which risk management process?							
	(a) Risk identification		(b) Quantitative risk analys	(b) Quantitative risk analysis				
	(c) Risk response planning (d) Risk mo		(d) Risk monitoring and co	ontrol				
		PAR	$T - B (3 \times 8 = 24 \text{ Marks})$					
		(Answer any	three of the following questions)					
11.	Define managerial function 'Planning' .Explain briefly how the planning function is carried out effectively				(8)			
12.	Explain Maslow's theory of motivation and compare and contrast X-Y theory				(8)			
13.	Describe 'Total Quality Management' technique in management			CO3 - U	(8)			
14.	Discuss the concept of six sigma principle.				(8)			
15.	Describe the twenty elements of ISO 9000 standard.				(8)			