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Reg. No. :

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Question Paper Code: 59701

B.E. / B.Tech. DEGREE EXAMINATION, NOV 2018

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. Customer retention is CO3- R
 - (a) Customer satisfaction
 - (b) Customer complaint
 - (c) Retaining the customer
 - (d) Customer feedback

6. Management is said to be the combination of three factors, arts, science and the third is CO3- R
- (a) Profession (b) Authority
(c) Communication (d) None of the above
7. Which term is relevant to 5S? CO4- R
- (a) Sole Sourcing (b) Histogram (c) Process capability (d) Standardize
8. Which tool not belong to new management tools? CO4- R
- (a) Scatter diagram (b) Affinity diagram
(c) Matrix diagram (d) Decision tree
9. ISO 9001 applies to CO5- R
- (a) Software development organizations (b) Car manufacturing industries
(c) Installation and testing of the products (d) None of the Above
10. ISO was formed during the year CO5- R
- (a) 1946 (b) 1956 (c) 1986 (d) 1987

PART – B (5 x 2= 10Marks)

11. Define the term planning. CO1- R
12. List the types of control? CO2- R
13. Define empowerment and team work. CO3- R
14. What are the objectives of QFD? CO4- R
15. What is the need for ISO 9000? CO5- R

PART – C (5 x 16= 80Marks)

16. (a) Define managerial function 'Planning' .Explain briefly how the planning function is carried out effectively CO1 - U (16)
- Or
- (b) Explain briefly about Organization Structure. CO1 - U (16)
17. (a) Explain Maslow's theory of motivation and compare and contrast X-Y theory CO2 - U (16)
- Or
- (b) (i) Define the term Budgetary control and brief about their objectives. CO2 - U (4)
(ii) Briefly discuss about objectives of budgetary control. CO2 - U (12)

18. (a) Explain the Deming's fourteen point philosophy for quality improvement. CO3 - U (16)
- Or
- (b) Explain Juran's ten steps to quality improvement CO3 - U (16)
19. (a) Explain about the seven traditional tools of quality. CO4 - U (16)
- Or
- (b) Explain about the QFD methodology with suitable sketch. CO4 - U (16)
20. (a) Explain the elements of ISO 9001:2000 quality system. CO5 - U (16)
- Or
- (b) Explain the various clauses of ISO 14000. CO5 - U (16)

