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Question Paper Code : 31459

B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2013.

Eighth Semester

Automobile Engineering

GE 2022/GE 607/GE 71/10177 GE 004/10144 GE 004 — TOTAL QUALITY
MANAGEMENT

(Common to Seventh Semester Aeronautical Engineering, Production Engineering,
Mechanical Engineering, Biomedical Engineering, Biotechnology, Computer Science
and Engineering, Marine Engineering, Electronics and Communication Engineering,
Electrical and Electronics Engineering and Sixth Semester – Civil Engineering)

(Also common to Eighth Semester, Electronics and Instrumentation Engineering,
Instrumentation and Control Engineering, Information Technology and
Polymer Technology)

(Regulation 2008/2010)

(Common to PTGE 2022 – Total Quality Management for B.E. (Part-Time)
Mechanical Engineering – Fifth Semester and ECE – Seventh Semester –
Regulation 2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the dimensions of service quality?
2. What is the concept of total quality management?
3. What are the different types of quality statements?
4. What is 5S?
5. What are the factors that distinguish six sigma concepts from traditional quality management concepts?
6. What is meant by Failure Mode and Effect Analysis?
7. What are the functions of quality circle?

8. Define TPM.
9. What are the benefits of ISO-9000 certification?
10. What is internal quality audit and external quality audit?

PART B — (5 × 16 = 80 marks)

11. (a) (i) What are the barriers while implementing TQM? (8)
(ii) Define quality. Explain the evolution of quality. (8)

Or

- (b) Explain the Deming's fourteen points on route to quality. (16)

12. (a) (i) Explain PDSA cycle. (8)
(ii) What is a team? Describe the characteristics of a successful team. (8)

Or

- (b) Explain the various techniques of performance measures. (16)

13. (a) What three different outcomes can benchmarking studies reveal? What course of action is appropriate for each outcome? (16)

Or

- (b) Explain the New seven tools of quality management. (16)

14. (a) Explain the various types of costs contributing to the cost of quality. Give examples for each. (16)

Or

- (b) Discuss in detail how the voice of customer is transformed into technical and functional requirements by QFD. (16)

15. (a) Discuss the various elements of ISO 9000:2000 quality system. (16)

Or

- (b) (i) What is QS 9000? State its significance. (8)
(ii) What are benefits of ISO:14000 certification? (8)