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**Question Paper Code : 51637**

**B.E./B.Tech. DEGREE EXAMINATION, MAY/JUNE 2016**

**Sixth/Seventh/Eight Semester**

**Civil Engineering**

**GE 2022/GE 607/GE 71/IE 72/10177 GE 004/10144 GE 004/10177 GE 701/10144 CSE 44 –  
TOTAL QUALITY MANAGEMENT**

**(Common to All Branches)**

**(Regulations 2008/2010)**

**(Also common to PTGE 2022/10177 GE 004/10144 GE 004 – Total Quality Management  
for B.E. (Part-Time) Fifth/Sixth/Seventh Semester Civil Engineering, ECE, CSE, EEE and  
Mechanical Engineering – Regulations 2009/2010)**

**Time : Three Hours**

**Maximum : 100 Marks**

**Answer ALL questions.**

**PART – A (10 × 2 = 20 Marks)**

1. How is quality defined ?
2. Why is quality emphasized by industry today ?
3. What is meant by 'Leadership' ?
4. What is a quality statement ?
5. What is six sigma concept ?
6. What is the purpose of process benchmarking ?
7. How is a quality circle formed ?
8. What are the costs taken to calculate the costs of equality ?
9. What is a quality system ?
10. What are the differences between ISO 9000 : 2000 and QS 9000 ?

**PART – B (5 × 16 = 80 Marks)**

11. (a) (i) What are the eight dimensions of quality ? Discuss in detail. (8)  
(ii) Distinguish Manufacturing Service quality. (8)

**OR**

- (b) Discuss the contributions of Deming and Juran for quality.

12. (a) What are the different methods of receiving customer feedback ? How are they further used to achieve customer satisfaction ?

**OR**

- (b) (i) What are the different types of teams formed to achieve quality ? (8)  
(ii) How is 5S implemented in a factory ? (8)

13. (a) What are the stages in benchmarking ? Discuss with a case study.

**OR**

- (b) How is 'Failure modes and Effects Analysis' done ? Give an example with FMEA table.

14. (a) How is a house of quality constructed. Give an example with a diagram.

**OR**

- (b) How is TPM implemented in an organisation ? Discuss each stage with expected benefits.

15. (a) Discuss 'QS 9000 quality system' covering its purpose and implementation.

**OR**

- (b) What are the types of auditing under ISO 9000-2000 quality system ? Discuss their purpose in detail.