

IT
30/4/16 FN

Reg. No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Question Paper Code : 52641

B.E/B.Tech. DEGREE EXAMINATION, APRIL 2016

Eighth Semester

Automobile Engineering

GE 2022/GE 71/10177 GE 004/10177 GE 701 – TOTAL QUALITY MANAGEMENT

[Common to Electronics and Instrumentation Engineering, Instrumentation and Control Engineering, Geoinformatics, Mechatronics Engineering, Medical Electronics Engineering, Petrochemical Engineering, Chemical Engineering, Fashion Technology, Information Technology, Plastic Technology, Polymer Technology, Textile Technology, Petrochemical Technology and Pharmaceutical Technology]

(Regulations 2008/2010)

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. List the characteristics of successful Quality Leaders.
4. List out any four benefits of Employee involvement.
5. Write the concept of Six sigma.
6. What does "DMAIC" convey in six sigma ?
7. What is meant by bench marking ?
8. What is meant by "House of Quality" ?
9. What is NCR ?
10. Write a short note on QS 9000.

PART – B (5 × 16 = 80 Marks)

11. (a) Explain Deming Principles for Quality achievement. (16)

OR

(b) Explain in detail about Juran trilogy.

12. (a) (i) Explain the PDCA improvement cycle in detail. (10)

(ii) Brief on Employee empowerment. (6)

OR

(b) What is a team ? And explain the functions and characteristics of a successful team. (16)

13. (a) (i) Explain how benchmarking improves product/process quality. (8)

(ii) Describe the various stages in FMEA. (8)

OR

(b) List out the new seven Management tools and explain any four in detail. (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.

15. (a) Discuss the need for standardization procedures for quality assurance. Explain the requirements of ISO 9000 Quality Management System. (16)

OR

(b) (i) Differentiate between external and internal audits on Quality. (6)

(ii) Differentiate between ISO 9000 and QS 14000. List the benefits that a firm would enjoy by implementing these series of quality documentation procedures. (10)