A **Reg. No. :** | | | | | | | | | | |

Question Paper Code: 59775

B.E. / B.Tech. DEGREE EXAMINATION, MAY 2022

Open elective

Civil Engineering

15UME975– TOTAL QUALITY MANAGEMENT

(Common to CSE, ECE, EEE, EIE, IT, Chemical)

(Regulations 2015)

Duration: Three hours Maximum: 100 Marks

Answer ALL Questions

PART A - (10 x 1 = 10 Marks)

1. Which one is as of dimensions of product quality CO1- R

   (a) Assurance (b) Reputation (c) Tangibles (d) Empathy

2. "Quality is fitness for use"- defined by CO1- U

   (a) Juran (b) Crosby (c) Deming (d) None of these

3. Seiso means to CO2- R

   (a) Maintaining (b) Cleaning (c) Ordering (d) Self-discipline

4. Quality assurance is a function responsible for CO2- U

   (a) Controlling quality (b) Managing quality

   (c) Inspections (d) Removal of defects

5. Seven basic tools of quality proposed by CO3- R

   (a) Ed. Deming (b) Juan (c) Crosby (d) Kaoru Ishikawa

6. The concept of zero inventory is called: CO3- R

   (a) Six sigma (b) Continuous improvement (c) Just in Time (d) Zero defect

7. Productivity means a CO4- R

   (a) output/input (b) result/capital cost (c) cost/efficiency (d) growth/efficiency

8. The goal of TPM is encouraging input from all CO4- R

   (a) managements (b) employees (c) customers (d) services

9. Product realization is related to CO5- U

(a) product (b) process (c) quality (d) benchmarking

10. Industry specific standards use CO5- U

(a) ISO 9000 (b) ISO 14000 (c) ISO 22000 (d) None of these

PART – B (5 x 2= 10Marks)

11. List the dimensions of product quality. CO1- U

12. Define Teams and list its types. CO2- U

13. Define quality circle. CO3- U

14. Explain Taguchi quality loss function. CO4- U

15. List out the main elements of ISO 14000. CO5- U

PART – C (5 x 16= 80Marks)

16. (a) Explain Dimensions of manufacturing quality. CO1- U (16)

Or

(b) Explain Dimensions of service quality. CO1- U (16)

17. (a) Explain the concept of continuous process improvement and various techniques to sustain continuous improvement. CO2- U (16)

Or

(b) Discuss the various steps in the development of performance appraisal system and team work. CO2- U (16)

18. (a) Explain six sigma process (DMAIC) and advantages of six sigma. CO3- U (16)

Or

(b) Explain the types of benchmarking. CO3- U (16)

19. (a) Briefly explain the performance measures and its techniques to measure. CO4- U (16)

Or

(b) Describe Taguchi quality loss function in detail. CO4- U (16)

20. (a) Describe the steps in the implementation of ISO 9000 in IT field. CO5- U (16)

Or

(b) Describe the concepts, requirements and documentation procedures in ISO 9000:2000. CO5- U (16)