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Question Paper Code: 99775

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

Open elective

Civil Engineering

19UME975– TOTAL QUALITY MANAGEMENT

(Common to CSE, ECE, EEE, EIE, IT, Chemical and biomedical engineering branches)

(Regulation 2015)

Duration: Three hours

Maximum: 100 Marks

Answer ALL Questions

PART A - (10 x 1 = 10 Marks)

- Which one is as of dimensions of product quality CO1- R
(a) Assurance (b) Reputation (c) Tangibles (d) Empathy
- “Quality is fitness for use”- defined by CO1- U
(a) Juran (b) Crosby (c) Deming (d) None of these
- Seiso means to CO2- R
(a) Maintaining (b) Cleaning (c) Ordering (d) Self-discipline
- Quality assurance is a function responsible for CO2- U
(a) Controlling quality (b) Managing quality
(c) Inspections (d) Removal of defects
- Seven basic tools of quality proposed by CO3- R
(a) Ed. Deming (b) Juan (c) Crosby (d) Kaoru Ishikawa
- The concept of zero inventory is called: CO3- R
(a) Six sigma (b) Continuous improvement (c) Just in Time (d) Zero defect
- Productivity means a CO4- R
(a) output/input (b) result/capital cost (c) cost/efficiency (d) growth/efficiency
- 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)