Reg. No. :

Question Paper Code: 99C33

B.E./B.Tech. DEGREE EXAMINATION, NOV 2024

Professional Elective

Computer Science and Business Systems

19UCB933 - TOTAL QUALITY MANAGEMENT

(Regulations 2019)

Duration: Three hours   Maximum: 100 Marks

Answer ALL Questions

PART A - (10 x 2 = 20 Marks)

1. Mention the basic features of TQM.   CO1- U

2. Define quality policy statements.   CO1- U

3. What are quality circles (QC)?   CO1- U

4. Distinguish between reward and recognition.   CO1- U

5. List the seven tools of quality.   CO1- U

6   What are the types of check sheets commonly used?   CO1- U

7   Define Taguchi method.   CO1- U

8   What are the eight pillars of TPM?   CO1- U

9   Give the ISO 9000 Series of Standards?   CO1- U

10 What are the elements of QMS?   CO1- U

PART – B (5 x 16= 80 Marks)

11. (a) Elaborate the fourteen steps involved in Crosby's total quality   CO1- U   (16)
        approach.

                                    Or

    (b) How would you explain the importance of measuring quality costs   CO1- U   (16)
        in ensuring overall business success?

12. (a) How an organization address employees' safety might needs to   CO2- App   (16)
        create a secure work environment?

                                    Or

(b) Based on your understanding of quality circle tools, can you propose specific examples of how these tools can be used to address quality issues within an organization? CO2- App (16)

13. (a) Why bench marking is required in an organization? Write down the general procedure for bench marking process. CO1- U (16)

Or

(b) Can you summarize the differences between frequency, relative frequency, and cumulative frequency histograms. CO1- U (16)

14. (a) Draw the quality function deployment QFD diagram for comparing an education institution in comparison with competing institution by referring various quality assessment parameters. CO1- U (16)

Or

(b) Discuss objectives of quality function deployment. CO1- U (16)

15. (a) Discuss the need for standardization procedures for quality assurance. Explain the requirements of ISO system of documentation. CO1- U (16)

Or

(b) How would you explain the purpose of planning in the auditing process? CO1- U (16)

99C33