



Reg. No. :

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

Question Paper Code : 42632

B.E./B.Tech. DEGREE EXAMINATION, APRIL/MAY 2018

Sixth/Seventh/Eighth Semester

Civil Engineering

GE 2022 – TOTAL QUALITY MANAGEMENT

(Common to All Branches)

(Regulations 2008)

(Also common to PTGE 2022 – Total Quality Management for B.E. (Part-Time)

Fifth/Sixth/Seventh Semester – Civil Engineering, ECE, CSE, EEE and

Mechanical Engineering – Regulations 2009)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions.

PART – A

(10×2=20 Marks)

1. List the benefits of TQM.
2. Compare QA and QC.
3. Define Leadership. Give an example.
4. What are the quality statements ?
5. Define benchmarking.
6. List the 7 traditional management tools.
7. What are the objectives of performance measures ?
8. Define QFD. Give an example.
9. What are the details furnished in quality manual ?
10. What is Quality auditing ? Give an example.

42632



PART – B

(5×16=80 Marks)

11. a) Explain the 6 basic concepts of TQM and the contributions of Deming's principle. (8)
(OR)
b) Explain the various dimensions of quality. (8)
12. a) i) Explain customer perception of quality. (8)
ii) Explain the ways to get customer feedback. (8)
(OR)
b) i) Explain the stages in team development. (8)
ii) Explain the communication barriers to a team's progress. (8)
13. a) Explain in detail about the seven basic quality control tools. (8)
(OR)
b) Explain the steps involved in the benchmarking process. (8)
14. a) Explain the steps involved in building the house of quality. (8)
(OR)
b) Discuss the steps in the TPM process. (8)
15. a) Explain the ISO 9001 requirements in detail. (8)
(OR)
b) i) Discuss the different types of quality audits. (8)
ii) Discuss in detail about the elements of ISO 9000. (8)