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Question Paper Code : 31129

B.E./B.Tech. DEGREE EXAMINATIONS, APRIL/MAY 2019.

Sixth/Seventh Semester

Civil Engineering

GE 2022 – TOTAL QUALITY MANAGEMENT

(Common to all branches)

(Regulation 2008)

(Also common to PTGE 2022/PTGE 3403 – Total Quality Management for
B.E. (Part-Time) Sixth Semester – Common to all branches – Regulation 2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define 'Total Quality Management'.
2. What are barriers to implement TQM?
3. What is meant by customer retention?
4. What is supplier partnering?
5. What are the types of check sheets commonly used?
6. What is bench marking?
7. What are the functions of quality circle?
8. Define TPM.
9. Why is a quality system required?
10. What are the objectives of ISO 9000 standards?

PART B — (5 × 16 = 80 marks)

11. (a) (i) What are the barriers while implementing TQM? (8)
- (ii) Define quality. Explain the evolution of quality. (8)

Or

- (b) Explain the Deming's fourteen points on-route to quality. (16)

12. (a) What are the seven habits of highly effective people? Discuss in detail.

Or

(b) (i) What are the characteristics of successful teams? Discuss in detail. (8)

(ii) How is Kaizen practiced in workplace? Give an example. (8)

13. (a) (i) Six sigma concept can be applied to non manufacturing processes. Do you agree with this statement? Justify your answer with a suitable example. (10)

(ii) Illustrate the Cause and Effect diagram with a simple example. (6)

Or

(b) (i) What is a Tree diagram? How is it useful for quality management? (10)

(ii) What is a critical success factor? How is it important in bench marking? (6)

14. (a) Draw the house of quality for a product of your choice and describe the QFD methodology.

Or

(b) Explain the pillars of TPM and its benefits.

15. (a) (i) Explain the major clauses of QS 9000 standards. (8)

(ii) Discuss the benefits of ISO 9000 certification. (8)

Or

(b) List and explain the elements of ISO 9000 quality system. (16)