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**Question Paper Code : X 60632**

B.E./B.Tech. DEGREE EXAMINATIONS, NOV./DEC. 2020

Sixth Semester

Civil Engineering

GE 2022/10177 GE 004/10144 CSE 44/10144 GE 004/10177GE 701/GE 71/IE 72/

GE 607 – TOTAL QUALITY MANAGEMENT

(Common to all Branches)

(Common to PTGE 2022/PTGE 3403 – Total Quality Management for B.E.

(Part-time) Fifth Semester – Common to all Branches – Regulations 2009)

(Regulations 2008/2010)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions.

PART – A

**(10×2=20 Marks)**

1. What are the dimensions of service quality ?
2. What is the concept of total quality management ?
3. What do you understand by “Supplier rating” ?
4. List the benefits of team work.
5. List any two reasons for bench marking.
6. Define the term Six-Sigma in TQM.
7. What are the functions of quality circles ?
8. List the objectives of TPM programme.
9. What are the items covered by ISO 9000 regarding quality ?
10. Write short notes on ‘ISO certification’.

**PART – B****(5×16=80 Marks)**

11. a) i) Describe the Deming's 14 points for top management in TQM. (8)  
ii) Explain the dimensions of manufacturing and service quality with suitable examples. (8)  
(OR)
- b) Explain the contributions of Juran and Crosby to total quality management. (16)
12. a) i) Explain PDSA cycle. (8)  
ii) What is a team? Describe the characteristics of a successful team. (8)  
(OR)
- b) Explain the various techniques of performance measures. (16)
13. a) How are the following tools used to improve quality?  
i) Tree diagram. (8)  
ii) Matrix diagram. (8)  
(OR)
- b) i) Discuss the benchmarking process with an example. (8)  
ii) What are the types of FMEA? Give an example of each. (8)
14. a) With suitable example, explain various stages of building a House of quality matrix. (16)  
(OR)
- b) i) Explain the different types of cost contributing to the cost of quality. (8)  
ii) Explain the Taguchi's quadratic quality loss function. How it differs from traditional approach of quality loss cost? (8)
15. a) i) Discuss about the four important documents to be prepared for ISO 9000 certification. (10)  
ii) What are benefits of implementing ISO 14000 standard? (6)  
(OR)
- b) Discuss the various elements of ISO 9000 : 2000 quality system. (16)
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