Reg. No. :						

Question Paper Code: 80630

B.E./B.Tech. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2021.

Sixth/Seventh Semester

Civil Engineering

GE 2022/10177 GE 004/10144 CSE 44/10144 GE 004/10177 GE 701/GE 607/ GE 71/IE 72 — TOTAL QUALITY MANAGEMENT

(Common to All Branches)

(Regulations 2008/2010)

(Common to PTGE 2022/PTGE 3403 for B.E. (Part - Time) Fifth Semester — Common to All Branches — Regulations 2009)

Time: Three hours Maximum: 100 marks

Answer ALL questions.

PART A — $(10 \times 2 = 20 \text{ marks})$

- 1. List two basic needs of Quality.
- 2. What are the barriers to TQM?
- 3. List the characteristics of successful quality leaders.
- 4. List out any four benefits of Employee involvement.
- 5. How is a scatter diagram used?
- 6. What are the reasons for benchmarking?
- 7. What are the functions of quality circle?
- 8. Define TPM.
- 9. Explain briefly the environmental management system.
- 10. What is QS 9000 standard?

PART B —
$$(5 \times 16 = 80 \text{ marks})$$

- 11. (a) (i) What are the basic concepts of TQM? Discuss in detail. (8)
 - (ii) What is TQM framework? Discuss with a case study. (8)

Or

- (b) (i) Discuss the contribution of Juran for quality in detail. (8)
 - (ii) What are the barriers for TQM implementation? (8)

12.	(a)	Discuss the importance of "employee involvement" and "motivation" for enhancing quality.							
			Or						
	(b)	Expl	ain the issues related to customer's complaints and retention.						
13.	(a)	(i)	Explain how benchmarking improves product/process quality.						
		(ii)	Describe the various stages in FMEA.	(8)					
			Or						
	(b)	(i) List out the New seven management tools and explain any two detail.							
		(ii)	What is Six Sigma Concept? How can it be effective in a organization.	service (8)					
14.	(a)	Deri- grap	ve the expressions and explain the Taguchi loss function with.	th neat (16)					
			Or						
	(b)	Expl	ain the concept of QFD.	(16)					
15.	(a)	Disc	uss the various elements of ISO 9000:2000 quality system.	(16)					
			Or						
	(b)	(i)	What is QS 9000? State its significance.	(8)					
		(ii)	What are benefits of ISO:14000 certification?	(8)					

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