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Question Paper Code : 86635

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

Fifth/Sixth/Seventh/Eighth – Semester

Civil Engineering

MG 1301 – TOTAL QUALITY MANAGEMENT

(Common to all Branches)

(Regulations 2008)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define TQM.
2. State true or false “the emphasis on quality control is in correction of faults rather than On prevention of faults”. Justify your answer.
3. What is meant by cross functional team?
4. What are the types of supplier sourcing?
5. Define process capability ratio.
6. Define FMEA.
7. What do you mean by Quality loss function?
8. What are the critical aspects of FMEA?
9. List out the benefits of quality circles.
10. What are four stages of quality audit?

PART B — (5 × 16 = 80 marks)

11. (a) (i) Explain the various types of quality costs. (10)
- (ii) List the characteristics of TQM leader. (6)

Or

- (b) (i) Explain in detail the various steps in strategic planning. (10)
 - (ii) Explain the role of senior management in TQM implementation. (6)
12. (a) How will you evaluate the customer satisfaction in a Hotel? Suggest a set of questionnaire for evaluation. (16)

Or

- (b) What are the common problems with team work? Suggest the ways and means to overcome them. (16)
13. (a) (i) Suggest a procedure for successfully implementing an FMEA programme with a case study. (8)
- (ii) Briefly explain the relationship of process capability to tolerance. (8)

Or

- (b) (i) Briefly explain the procedure to construct and interpret the B-Chart. (8)
 - (ii) Explain the procedure to construct a “house of quality”. (8)
14. (a) (i) Explain the different types of benchmarking. (8)
- (ii) Explain about various types of maintenance. (8)

Or

- (b) (i) Briefly explain the house keeping procedure (5S). (8)
 - (ii) Briefly explain the following: Poka-yoke and PDCA. (8)
15. (a) (i) Discuss any Four clauses of ISO 9001 guidelines. (8)
- (ii) Briefly explain about the preparation of documentation. (8)

Or

- (b) Briefly explain the following:
 - (i) ISO 14000
 - (ii) QS 9000. (8 + 8 = 16)