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Question Paper Code : X 67628

B.E./B.Tech. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2020

Eighth Semester

Electronics and Communication Engineering

MG 1301 – TOTAL QUALITY MANAGEMENT

(Common to Biotechnology, Chemical Engineering, Petrochemical Technology, Pharmaceutical Technology, Textile Technology Seventh Semester – Aeronautical Engineering, Automobile Engineering, Biomedical Engineering, Civil Engineering, Computer Science and Engineering, Mechanical Engineering, Production Engineering, Sixth Semester – Information Technology Fifth Semester – Electrical and Electronics Engineering, Electronics and Instrumentation Engineering and Instrumentation and Control Engineering)
(Regulations 2008)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions

PART – A

(10×2=20 Marks)

1. What do you mean by quality by design ?
2. What are the constituents of quality cost ?
3. Differentiate between empowerment and delegation.
4. What are the roles of a team facilitator ?
5. What are the outputs from a Pareto diagram ?
6. What are the measures of central tendency ?
7. What are the different types of benchmarking ?
8. Write the objective of QFD.
9. Name any four key elements of ISO 9000.
10. Write short note on third party audit.



PART – B

(5×16=80 Marks)

11. a) “Total quality management is too important to be taken up in organization. Specifically, it should not be subsidiary to profit or productivity”. Do you agree to the assertion ? Justify your view points with suitable case study. (16)

(OR)

- b) “The applicability of TQM has limitations”. Do you agree with this statement ? Can TQM be implemented for service sectors ? Discuss with suitable case study. (16)

12. a) i) Draw the customers satisfaction organisational diagram and discuss. (8)
ii) How can the customer complaints used to improve the quality of products and services ? What are the various avenues available ? (8)

(OR)

- b) i) Explain with an example the implementation of PDSA cycle. (8)
ii) What are the condition for selection and evaluation of suppliers ? (8)

13. a) i) Differentiate between chance causes and assignable causes of variations giving suitable examples. (8)
ii) Briefly explain the relationship of process capability of tolerance. (8)

(OR)

- b) i) Briefly explain the procedure to construct and interpret the R-chart. (8)
ii) With a neat diagram explain how systematic reduction of process variability is achieved. (8)

14. a) i) Discuss the quality loss function for various quality characteristics. (8)
ii) Explain the concept of Total Productive Maintenance (TPM). Describe the functions of TPM. (8)

(OR)

- b) i) Explain the stages of FMEA in brief. (8)
ii) Explain the concept of QFD and discuss the important steps involved in QFD process. (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 (8)
ii) QS 9000. (8)
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