	100			
Reg. No.:		- W		

Question Paper Code: 41338

B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2015.

Fifth/Sixth/Seventh/Eighth Semester

Aeronautical Engineering

MG 1301 — TOTAL QUALITY MANAGEMENT

(Common to All Branches except Material Science and Engineering)

(Regulation 2008)

Time: Three hours

Maximum: 100 marks

Answer ALL questions.

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

- 1. Define quality planning.
- 2. List any four barriers to TQM implementation.
- 3. What is service quality?
- 4. Define the term performance measure. List the characteristics of good performance measure.
- 5. Differentiate variables from attributes. Give examples for each of them.
- 6. Define process capability and process capability index.
- 7. What do you mean by Quality loss function?
- 8. What are the critical aspects of FMEA?
- 9. What is quality auditing?
- 10. List the benefits of ISO 14000 quality system.

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

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)			
Ŧ1.		(ii)	Explain the role of senior management in TQM implementatio	n. (6)			
12.	(a)	(i)	Explain the various techniques used for customer retention.	(8)			
		(ii)	Explain the methods to improve employee involvement.	(8)			
			Or				
	(b)		lain the continuous process improvement methods used in ronment.	TQM			
13.	(a)	What are the benefits of statistical process control? Explain procedure of constructing 'P' and 'nP' chart.					
			Or				
	(b)	Expl	lain the seven new management tools.				
14.	(a)	Explain the concept of QFD with suitable example.					
			Or				
	(b)	Expl	lain in detail the pillars of TPM on which it works.				
15.	(a)	_	Explain in detail the general rules and guidelines for implementation of SO 9000.				
			Or				
	(b)	Explain the following:					
		(i)	Documentation under quality system.	(8)			
		(ii)	TS16949 quality system.	(8)			