

25-04-2023

Reg. No.																	
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Question Paper Code	11807
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B.E. / B.Tech. - DEGREE EXAMINATIONS, APRIL / MAY 2023

Seventh Semester

Electrical and Electronics Engineering

(Common to Mechanical Engineering and Production Engineering)

GE8077 - TOTAL QUALITY MANAGEMENT

(Regulations 2017)

Duration: 3 Hours

Max. Marks: 100

PART - A (10 × 2 = 20 Marks)

Answer ALL Questions

- | | <i>Marks,
K-Level, CO</i> |
|--|-------------------------------|
| 1. Define Quality. | 2,K1,CO1 |
| 2. List the tangible and intangible benefits of TQM. | 2,K2,CO1 |
| 3. What do you understand by "supplier rating"? | 2,K1,CO2 |
| 4. What are the different types of quality statements? | 2,K1,CO2 |
| 5. State the principle of Pareto analysis. | 2,K1,CO3 |
| 6. Define Benchmarking. | 2,K1,CO3 |
| 7. Define Quality Circles. | 2,K1,CO4 |
| 8. Differentiate Preventive maintenance and Predictive maintenance. | 2,K1,CO4 |
| 9. What is quality auditing and state its types? | 2,K1,CO5 |
| 10. Write the importance of audit checklist for quality management system. | 2,K2,CO5 |

PART - B (5 × 13 = 65 Marks)

Answer ALL Questions

11. a) Briefly discuss the dimensions of Product and Service quality. 13,K2,CO1
- OR**
- b) Discuss the contributions of Edward Deming to quality. 13,K2,CO1
12. a) (i) What are the benefits of employee involvement? 6,K2,CO2
(ii) Explain briefly how employee involvement relates to employee empowerment. 7,K2,CO2
- OR**
- b) What is meant by strategic quality planning? Narrate the seven steps procedure of strategic planning cycle. 13,K2,CO2

K1 – Remember; K2 – Understand; K3 – Apply; K4 – Analyze; K5 – Evaluate; K6 – Create

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13. a) List out the new seven management tools and explain any two in detail. *13,K3,CO3*

OR

- b) Illustrate different types of benchmarking process. Write down the general procedure for bench marking process. *13,K3,CO3*

14. a) Discuss in detail about Pillars of TPM and implementation of TPM. *13,K2,CO4*

OR

- b) Discuss the contributions of Taguchi. *13,K2,CO4*

15. a) Explain the elements of ISO 9000 standards. *13,K5,CO5*

OR

- b) Explain the steps followed to get ISO 9000 certification. *13,K5,CO5*

PART - C (1 × 15 = 15 Marks)

16. a) Discuss EMS and sector specific standards. *15,K2,CO6*

OR

- b) Illustrate the detailed procedure for quality auditing. Brief the attributes of a good auditor. *15,K2,CO6*