

Reg. No.

Question Paper Code

11912

**B.E. / B.Tech. - DEGREE EXAMINATIONS, APRIL/MAY 2023**

Sixth Semester

**Electronics and Communication Engineering**

(Common to Electronics and Instrumentation Engineering)

**20MGEL601 - TOTAL QUALITY MANAGEMENT**

(Regulations 2020)

Duration: 3 Hours

Max. Marks: 100

**PART - A (10 × 2 = 20 Marks)**

Answer ALL Questions

- |  | <i>Marks,<br/>K-Level, CO</i> |
|--|-------------------------------|
| 1. Define Quality.                                   | 2,K1,CO1                      |
| 2. Name the tangible and intangible benefits of TQM. | 2,K1,CO1                      |
| 3. What are the components of Juran Trilogy?         | 2,K1,CO2                      |
| 4. What is 5S?                                       | 2,K1,CO2                      |
| 5. Define Empowerment.                               | 2,K1,CO3                      |
| 6. What are the traits of successful leaders?        | 2,K1,CO3                      |
| 7. List the seven tools of quality.                  | 2,K1,CO4                      |
| 8. What is six sigma?                                | 2,K1,CO4                      |
| 9. What are the benefits of ISO?                     | 2,K1,CO5                      |
| 10. What is a quality manual?                        | 2,K1,CO5                      |

**PART - B (5 × 13 = 65 Marks)**

Answer ALL Questions

11. a) Explain the barriers to TQM implementation? How to overcome the same? 13,K2,CO1
- OR**
- b) Outline the TQM evolution and TQM framework. 13,K2,CO1
12. a) Discuss the roles to be played by the employees for an effective implementation of KAIZEN. 13,K2,CO2
- OR**
- b) Discuss Supplier selection, Supplier Rating and Supplier partnership 13,K2,CO2
13. a) Discuss in brief about customer satisfaction and explain customer perception of quality. 13,K2,CO3

**OR**

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

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- b) What are the benefits of employee involvement? Briefly explain how employee involvement relates to employee empowerment. *13,K2,CO3*
14. a) What is FMEA? Explain the stages of FMEA? *13,K2,CO4*  
**OR**  
b) Discuss about Types of histograms and their interpretations *13,K2,CO4*
15. a) Explain briefly about ISO 9000 Series of standards. *13,K2,CO5*  
**OR**  
b) What do you mean by documentation? Explain the Documentation Hierarchy. *13,K2,CO5*

**PART - C (1 × 15 = 15 Marks)**

16. a) Demonstrate the Bench marking Process and reasons to Benchmark. *15,K3,CO*  
**OR**  
b) Classify the Seven Management Tools and discuss in detail. *15,K3,CO4*