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Question Paper Code	12233
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B.E./B.Tech - DEGREE EXAMINATIONS, NOV / DEC 2023

Seventh Semester

Information Technology

(Common to Electronics and Communication Engineering)

20MGEL601 - TOTAL QUALITY MANAGEMENT

(Regulations 2020)

Duration: 3 Hours

Max. Marks: 100

PART - A (10 × 2 = 20 Marks)

Answer ALL Questions

- | | <i>Marks,
K-Level, CO</i> |
|--|-------------------------------|
| 1. What are the elements of TQM? | <i>2,K1,CO1</i> |
| 2. Define Crosby's four absolutes of quality management. | <i>2,K1,CO1</i> |
| 3. What is Just in Time? | <i>2,K1,CO2</i> |
| 4. Write the categories of quality cost. | <i>2,K1,CO2</i> |
| 5. Define Kaizen. | <i>2,K1,CO3</i> |
| 6. Differentiate Repair and Refinement. | <i>2,K2,CO3</i> |
| 7. List the key elements of customer partnering. | <i>2,K1,CO4</i> |
| 8. What are the conditions necessary for empowerment? | <i>2,K2,CO4</i> |
| 9. What is Six Sigma? What are the five phases of the Six Sigma process? | <i>2,K1,CO5</i> |
| 10. Describe Herzberg's dissatisfiers and motivators. | <i>2,K2,CO5</i> |

PART - B (5 × 13 = 65 Marks)

Answer ALL Questions

- | | |
|---|------------------|
| 11. a) Explain Deming's fourteen principles of Quality Management. | <i>13,K2,CO1</i> |
| OR | |
| b) Describe Joseph M Juran's contributions towards TQM. | <i>13,K2,CO1</i> |
| 12. a) Explain the various dimensions of quality with examples. | <i>13,K2,CO2</i> |
| OR | |
| b) Elaborate on TQM framework and importance of each element. | <i>13,K2,CO2</i> |
| 13. a) Describe the elements of 5'S principle and also illustrate the implementation procedure of 5'S in a manufacturing company. | <i>13,K3,CO3</i> |

OR

b) Discuss the steps involved in the continuous process improvement. *13,K2,CO3*

14. a) Explain Employee Motivation with its theories. *13,K2,CO4*

OR

b) What is supplier partnering? Indicate its important benefits. *13,K2,CO4*

15. a) Summarize the New seven tools of quality management. *13,K2,CO5*

OR

b) Explain the six major loss areas that need to be measured for implementing TPM. *13,K3,CO5*

PART - C (1 × 15 = 15 Marks)

16. a) Explain the steps followed to get ISO9000 certification for an IT industry. *15,K2,CO6*

OR

b) Describe any eight key organizational benefits achievable in implementing the ISO14001 - based system. *15,K2,CO6*