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Question Paper Code	12708
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B.E. / B.Tech. - DEGREE EXAMINATIONS, APRIL / MAY 2024

Sixth Semester

Electronics and Instrumentation Engineering

(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

Marks	K- Level	CO
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|---|---|----|-----|
| 1. Define Quality. | 2 | K1 | CO1 |
| 2. What are the elements of TQM? | 2 | K1 | CO1 |
| 3. List the key element of supplier partnering. | 2 | K1 | CO2 |
| 4. Define Taguchi Quality Loss Function. | 2 | K1 | CO2 |
| 5. Define Empowerment. | 2 | K1 | CO3 |
| 6. List out any four benefits of employee involvement. | 2 | K1 | CO3 |
| 7. What is scatter diagram? | 2 | K1 | CO4 |
| 8. Define Benchmarking. | 2 | K1 | CO4 |
| 9. Give the ISO 9000 Series of Standards? | 2 | K1 | CO5 |
| 10. What are the equivalents of various standards in Indian Standards System? | 2 | K1 | CO5 |

PART - B (5 × 13 = 65 Marks)

Answer ALL Questions

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|---|----|----|-----|
| 11. a) Outline the TQM evolution and TQM framework. | 13 | K2 | CO1 |
| OR | | | |
| b) Explain Element of Quality costs and Quality cost relationship in detail. | 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 Just-in-Time Management in detail with its merits and demerits. | 13 | K2 | CO2 |
| 13. a) Discuss different types of team and stages of team development. | 13 | K2 | CO3 |

OR

b) Discuss in brief about customer satisfaction and explain customer perception of quality. 13 K2 CO3

14. a) Outline FMEA also explain the stages of FMEA. 13 K2 CO4

OR

b) Explain the cause and effect diagram (or) fishbone diagram. 13 K2 CO4

15. a) Summarize the clauses in ISO 9001. Explain the standard in detail. 13 K2 CO5

OR

b) Explain the concepts of ISO 14000 in detail. 13 K2 CO5

PART - C (1 × 15 = 15 Marks)

16. a) i) Explain briefly the continuous process improvement. 8 K2 CO2

ii) Summarize the various methods/tools used for collecting customer complaints. 7 K2 CO3

OR

b) i) Explain 5 why root cause analysis in detail. 8 K2 CO2

ii) Outline the characteristics of empowered employees. 7 K2 CO3