

G 6057

M.E. DEGREE EXAMINATION, MAY/JUNE 2007.

Elective

CAD/CAM

CC 1675 — TOTAL QUALITY MANAGEMENT

(Common to ME – Industrial Engineering)

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define Quality.
2. What are the aims of TQM?
3. Define Quality circle.
4. In what way the work habits affect the organization?
5. What is meant by standardization?
6. Define Mission Statements.
7. State the objectives of quality audit.
8. Distinguish between quality policy and quality objective.
9. What is JIT?
10. List the contributions of Taguchi.

PART B — (5 × 16 = 80 marks)

11. (a) (i) Discuss the principles of TQM. (10)
(ii) List down the merits of TQM implementation. (6)

Or

- (b) Explain Crosby's fourteen steps for quality management. (16)

12. (a) Explain the seven new management tools with suitable illustrations. (16)

Or

(b) Discuss the purpose of bench marking and Explain the steps in bench marking process with the possible pitfalls. (16)

13. (a) Discuss the role of QFD process in satisfying the customers' needs with the detailed process steps. (16)

Or

(b) Write notes on :

(i) Quality by design. (8)

(ii) Quality for manufacture. (8)

14. (a) Discuss the elemental requirements of planning and product realization clauses in Quality management systems. (16)

Or

(b) Explain the procedure of ISO-9000 certification for a Textile based Industry. (16)

15. (a) Write short notes on :

(i) POKA-YOKE (4)

(ii) Kaizen (4)

(iii) Taguchi Quality Loss function (8)

Or

(b) Describe 5S housekeeping principles and its implementation in an engineering industry. (16)