Q 8030

M.E. DEGREE EXAMINATION, MAY/JUNE 2006.

Elective

CAD/CAM

CC 1675 — TOTAL QUALITY MANAGMENT

(Common to M.E. – Industrial Engineering)

(Regulation 2005)

Time : Three hours Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. How is TQM applied in service sector?

2. What is a quality council?

3. What are quality circles?

4. What is the application of a C – Chart?

5. Define a quality policy.

6. What is standardisation?

7. What is the scope of application of ISO 9000?

8. Define Quality audit.

9. Define KAIZEN.

10. List the purpose of orthogonal arrays.

PART B — (5 × 16 = 80 marks)

11. (i) Using examples list the 5 S concept. (4)

(ii) What is POKA YOKE? (4)

(iii) Using an example for each, explain JIT manufacturing and JIT purchasing. (8)

12. (a) "The purpose of TQM is to ensure customer satisfaction" – Discuss.

Or

(b) Compare and contrast the philosophies of Deming and Crosby with respect to quality.

13. (a) Explain using examples :

(i) Cause – Effect Diagram (4)

(ii) PDPC (4)

(iii) Bench marking. (8)

Or

(b) Elaborate on problem solving through PDCA cycle, with an example of your choice.

14. (a) Prepare a House of Quality (HOQ) for a bicycle.

Or

(b) Elaborate on :

(i) Design Quality (8)

(ii) Manufacturing Quality. (8)

15. (a) (i) Explain the implementation procedures for ISO 9000. (12)

(ii) What are the advantages of ISO 9000? (4)

Or

(b) (i) What are Quality costs? (4)

(ii) List the costs of maintaining quality and the costs of non-maintenance of quality in a small automotive ancillary manufacturing unit. (12)
