



B.E DEGREE EXAMINATIONS: APRIL 2015

(Regulation 2009)

Eighth Semester

AERONAUTICAL ENGINEERING

GSS103 : Total Quality Management

Time: Three Hours

Maximum Marks: 100

Answer all the Questions:-

PART A (10 x 1 = 10 Marks)

1. TQM is the application of
 - a) Qualitative methods
 - b) Decision methods
 - c) Quantitative methods
 - d) Scientific methods
2. The duty of quality council is to prepare _____
 - a) Customer satisfaction report
 - b) Benchmarking report
 - c) Team progress report
 - d) Quality policy statement
3. 5s concept was introduced by
 - a) Indians
 - b) Chinese
 - c) Japanese
 - d) Americans
4. The motivational theories was developed by
 - a) Deming
 - b) Abraham Maslow
 - c) Douglas McGregor
 - d) Sigmund Freud
5. Which one of the following chart is the example of control chart for variables?
 - a) \bar{X}
 - b) np
 - c) R
 - d) c
6. _____ is the first statistical process control technique
 - a) Pareto diagram
 - b) Histogram
 - c) Process flow diagram
 - d) Check sheets
7. Which one of the following is the category of benchmarking?
 - a) Process based benchmarking
 - b) Production based benchmarking
 - c) Product based benchmarking
 - d) Equipment based benchmarking

23. a) Outline the purpose of quality control tools. Explain any three in detail.
(OR)
b) (i) How do you classify the control charts for attributes? State all objects in detail. (8)
(ii) Write short notes on process capability and its importance. (6)
24. a) Describe QFD process and its benefits with a neat diagram.
(OR)
b) Define FMEA. Explain all the stages in detail.
25. a) What do you mean by ISO9001:2000? Describe the certificate procedure step by step.
(OR)
b) (i) Discuss the importance of obtaining ISO 14000 for an industry. (8)
(ii) Write short notes on EMS certification procedure. (6)
