



B.E DEGREE EXAMINATIONS: NOV 2015

(Regulation 2009)

Seventh Semester

GSS103: TOTAL QUALITY MANAGEMENT

(Common to AUTO/MECH)

Time: Three Hours

Maximum Marks: 100

Answer all the Questions:-

PART A (10 x 1 = 10 Marks)

1. The focus on the product is highest during
 - a) a walkthrough
 - b) checkpoint review
 - c) an inspection
 - d) All the above
2. The statement of an organization's commitment to quality is
 - a) Policy
 - b) Vision
 - c) Mission
 - d) Principle
3. The method by which release from the requirements of a specific standard may be obtained for a specific situation is a
 - a) Tailoring
 - b) Customization
 - c) Force Field Analysis
 - d) waver
4. Quality assurance is a function responsible for
 - a) Controlling quality
 - b) managing quality
 - c) Inspections
 - d) removal of defects
5. Statistical methods are used to differentiate random variation from
 - a) Standards
 - b) Assignable variation
 - c) Control limits
 - d) Specification limits
6. Which of the following is not considered a cost of nonconformance to quality?
 - a) Scrap
 - b) Rework
 - c) Expediting
 - d) Process control
7. Quality is often influenced by all of the following except _____
 - a) fabrication processes and methods
 - b) supervision
 - c) inspection
 - d) cost of materials

8. The highest point of Maslow's hierarchy of needs is:
- a) Physiological satisfaction.
 - b) Attainment of survival.
 - c) Need for association.
 - d) Esteem.
9. _____ phase of the project is likely to have the greatest amount of its funding spent.
- a) Initiating
 - b) Executing
 - c) Planning
 - d) Closeout
10. _____ ultimately responsible for quality management on the project.
- a) Project engineer
 - b) Project manager
 - c) Quality manager
 - d) Team member

PART B (10 x 2 = 20 Marks)

- 11. What are the Dimensions of Quality?
- 12. Give the Obstacles associated with TQM Implementation.
- 13. Define Customer Retention.
- 14. What are the activities to be done using customer complaints?
- 15. Give the objectives of the attribute charts.
- 16. What are the various histogram shapes?
- 17. Define Benchmarking.
- 18. What are the benefits of QFD?
- 19. What are the benefits of ISO 14000?
- 20. Give the types of Organizational Evaluation Standards.

PART C (5 x 14 = 70 Marks)

21. a) What is quality cost? Explain the techniques used for Quality cost?

(OR)

- b) Explain Deming Philosophy with adequate examples for each.

22. a) Explain Juran trilogy for Continuous Process Improvement.

(OR)

- b) Explain how the employee will be involved in doing a process.

23. a) Explain the Concept of Six Sigma with a suitable case study.

(OR)

b) Explain the Seven Management Tools.

24. a) What is FMEA? Explain the stages of FMEA.

(OR)

b) Explain the Bench marking Process and reasons to Benchmark.

25. a) Explain the requirements of ISO 14000:2004.

(OR)

b) Explain the implementation and documentation of Quality System.
