



B.E or B.TECH DEGREE EXAMINATIONS: NOV/DEC 2016

(Regulation 2013)

Seventh Semester

MECHATRONICS

U13GST002: Total Quality Management

Time: Three Hours

Maximum Marks: 100

Answer all the Questions:-

PART A (10 x 1 = 10 Marks)

1. The Behaviour of Proactive people is a product of
 - a) Conscious based on values
 - b) Feelings at circumstances
 - c) Conditions prevailing
 - d) Environmental conditions
2.is a guide for everyone in the organization as to how they provide products and service to the customer
3. The document that defines team mission, boundaries, team background of the problem, the team authorities, duty and resources is called as
 - a) Quality policy
 - b) Mission statement
 - c) Quality statement
 - d) Team charter
4. From the seven tools of quality flowchart provides needed to accomplish a task.
5. The quality tool used to examine the relation between two variables to find whether they are related.
 - a) Network diagram
 - b) Matrix diagram
 - c) Scatter diagram
 - d) Tree diagram
6. Name any one industry that gain competitive advantage through Benchmarking.....
7. QFD is a planning tool, used to fulfil expectations
 - a) Customer
 - b) Employee
 - c) Vendor
 - d) Employer

8. Comparing one's business processes and performance metrics to industry bests and best practices from other companies is called.....
9. Internal ISO audit in a firm is organized by
 - a) Quality Leader
 - b) Chief Executive
 - c) Certification Agency
 - d) Management Representative
10. ISO 14001 series specifies.....

PART B (10 x 2 = 20 Marks)
(Answer not more than 40 words)

11. List the pillars of TQM
12. Mention any two barriers in implementing TQM.
13. Summarize Kaizen technique
14. List out the 5S.
15. Define Population and Sample in terms of statistical process control.
16. What do you mean by skewness?
17. Define Taguchi's Quality Loss Function.
18. Outline the application of FMEA?
19. Sketch the documentation pyramid with levels.
20. Outline the importance of ISO 14000 series.

PART C (5 x 14 = 70 Marks)
(Answer not more than 400 words)

Q.No. 21 is Compulsory

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|-------------|---|----|
| 21. | Explain Deming's philosophy of Total Quality Management | 14 |
| 22. | a) Explain in detail continuous process improvement | 14 |
| (OR) | | |
| b) | List out the two motivation theories? Discuss any one in detail | 14 |

23. a) Describe in detail about the concept of six sigma. 14

(OR)

b) Explain in detail about the new seven management tools. 14

24. a) Discuss various elements of Total Productive Maintenance. 14

(OR)

b) Define Quality Function Deployment (QFD) and explain how it is benefited for quality improvement of an industry. 14

25. a) Explain the steps involved to implement a quality management system. 14

(OR)

b) Describe ISO 14001 ; 2004 quality management system. 14
