

F 9081

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Reg. No.....

Name.....

B.TECH. DEGREE EXAMINATION, NOVEMBER 2011**Eighth Semester**

Branch : Mechanical Engineering

TOTAL QUALITY MANAGEMENT (Elective III) (M)

(Supplementary)

Time : Three Hours

Maximum : 100 Marks

*Answer all questions.***Part A***Each question carries 4 marks.*

1. Define Empowerment.
2. Give any *four* characteristics of an effective team.
3. What is meant by Juran Trilogy ?
4. What are the main strategies for continuous improvement ?
5. Describe Cause and Effect diagram with an example.
6. What are the uses of Histogram ?
7. What is meant by '5S concept' ?
8. Explain the significance of JIT.
9. 'Lack of management commitment is major for the failure of TQM'. Discuss.
10. What are the major dimensions of quality ? Discuss.

(10 × 4 = 40 marks)

Part B*Each question carries 12 marks.*

11. (a) Explain the major contribution of Deming to quality management.

Or

- (b) List and explain the most important factors that influence customer purchases.

12. (a) What is meant by Quality cost ? Describe various components of Quality cost.

Or

- (b) Define KAIZEN. Explain its importance and applications areas.

13. (a) Discuss the process of Benchmarking. Mention the criticisms of Benchmarking.

Or

- (b) Explain the approach of Quality function deployment with the help of an example.

Turn over

14. (a) What is meant by Kanban ? Explain its working and benefits.

Or

(b) Discuss the concept, objective and organisational structure of Quality circles in detail.

15. (a) What are the elements of a TQM program ? Discuss with reference to a manufacturing industry.

Or

(b) ISO 9000 certification is a total Quality Management tool. Discuss.

(5 × 12 = 60 marks)

: Three Hours

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