Reg. No. : ☐☐☐☐☐☐☐☐☐☐☐☐☐

Question Paper Code : 62164

B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2016.

Seventh Semester

Computer Science and Engineering

080230074 — TOTAL QUALITY MANAGEMENT

(Common to 080120066 – Total Quality Management for Eighth Semester, Mechanical Engineering)

(Regulations 2008)

Time : Three hours   Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1.   State Parker's law.

2.   What should be the key issue in any TQM model?

3.   List the important types of customer complaints.

4.   Justify why involvement of everyone is considered to be a critical factor for human components in Transition TQM model?

5.   What are the data collection and presentation tools?

6.   What are the major pitfalls of bench marking?

7.   What is a 'Quality circle'?

8.   How will you calculate 'OEE'?

9.   Define quality audit.

10. List the need of quality system.

PART B — (5 × 16 = 80 marks)

11. (a) (i)   Define quality. What are the different dimensions of quality?   (8)

          (ii) What are the obstacles of implementing TQM?   (8)

Or

     (b) (i)   Explain the TQM frame work.   (8)

          (ii) Explain the importance of service quality.   (8)

12. (a) Explain PDCA leadership model.

Or

(b) Describe Kaizen – Supplier partnership and Supplier selection.

13. (a) (i) Explain any two tools of seven statistical tools with an example. (10)

(ii) Discuss the role of six sigma in service sectors. (6)

Or

(b) (i) What are the reasons for bench marking? Explain six important steps in the process of bench marking. (8)

(ii) Define FMEA. Discuss on two types of FMEA. (8)

14. (a) (i) What are the objectives of TPM? Explain the five pillars of TPM.

(ii) Brief six basic techniques for presenting performance measure.

Or

(b) (i) What are the objectives of QFD? Discuss on four phases of QFD process.

(ii) Explain 'Taguchi loss function' and the evaluation method of the loss developed by him.

15. (a) Explain QS 9000 certification. Why QS 9000 certification is said to be superior to ISO 9000 certification? Explain with examples.

Or

(b) Explain the steps followed to get ISO 9000 certification for IT service sector company.

———————