

## APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

### Scheme for Valuation/Answer Key

*Scheme of evaluation (marks in brackets) and answers of problems/key*

**EIGHTH SEMESTER B.TECH DEGREE EXAMINATION, MAY 2019**

**Course Code: IE488**

**Course Name: TOTAL QUALITY MANAGEMENT**

Max. Marks: 100

Duration: 3 Hours

#### PART A

*Answer any two full questions, each carries 15 marks.*

- |   |   | Marks |
|---|---|-------|
| 1 | a) Customer focus 3 Marks, Customer orientation 4.5 Marks               | (7.5) |
|   | b) Explanation Taguchi quality loss function 7.5 marks                  | (7.5) |
| 2 | a) Define Total quality 3 Marks; Principles of TQM 4.5 marks            | (7.5) |
|   | b) Deming philosophy explanation 7.5 marks                              | (7.5) |
| 3 | a) Definition quality cost 3marks, categories of Quality cost 4.5 marks | (7.5) |
|   | b) i) 2 marks   | (7.5) |
|   | ii) 2 marks   |       |
|   | iii) 3.5 marks  |       |

#### PART B

*Answer any two full questions, each carries 15 marks.*

- |   |   |       |
|---|---|-------|
| 4 | a) Difference 5.5 marks, example 2 marks                  | (7.5) |
|   | b) PDCA cycle explanation 7.5 marks                       | (7.5) |
| 5 | a) KAIZEN explanation 7.5 marks                           | (7.5) |
|   | b) Quality function deployment 5.5 marks, example 2 marks | (7.5) |
| 6 | a) Cause and effect diagram 7.5 marks                     | (7.5) |
|   | b) HOQ diagram 7.5 marks                                  | (7.5) |

#### PART C

*Answer any two full questions, each carries 20 marks.*

- |   |   |      |
|---|---|------|
| 7 | a) Pillars of TPM 5 marks ,implemented of TPM 5 marks | (10) |
|   | b) Explanation 10 marks.                              | (10) |
| 8 | a) Explanation of six sigma quality 10 marks          | (10) |
|   | b) Explanation 10 marks                               | (10) |
| 9 | a) Explanation with examples 10 marks                 | (10) |
|   | b) Explanation 10 marks.                              | (10) |

\*\*\*\*