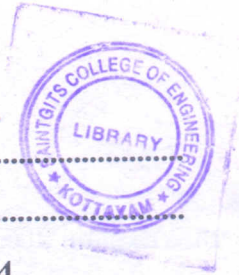


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Reg. No.....

Name.....



**B.TECH. DEGREE EXAMINATION, NOVEMBER 2014**

**Eighth Semester**

Branch : Mechanical Engineering

**TOTAL QUALITY MANAGEMENT (M) (Elective III) (M)**

(Old Scheme—Prior to 2010 Admissions)

[Supplementary—Mercy Chance]

Time : Three Hours

Maximum : 100 Marks

**Part A**

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

1. Explain the relationship between leadership and quality.
2. Explain the need for employee motivation.
3. What is Kaizen ?
4. Write a note on supplier selection.
5. Explain how sample size and quality are related.
6. Explain about control charts.
7. Write a note on total quality control
8. What is quality circle ?
9. Explain the principles of TQM.
10. Explain the barriers of TQM implementation.

(10 × 4 = 40 marks)

**Part B**

*Answer all questions  
Each question carries 12 marks.*

11. Explain employee motivation and empowerment.

*Or*

12. Describe how customer satisfaction is achieved.

**Turn over**



13. Explain about costs of quality.

*Or*

14. Explain PDSA cycle.

15. Explain Pareto diagram and cause and Effect diagram with example.

*Or*

16. Explain Quality function development process.

17. Explain Poka-Yoke and JIT.

*Or*

18. Explain KANBAN.

19. Explain the basic concepts of total quality management.

*Or*

20. Explain how obstacles of TQM implementation are tackled.

(5 × 12 = 60 marks)

