SAINTGITS COLLEGE OF ENGINEERING LIBRARY KOTTAYAM

F 3593 (Pages : 2) 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)

SAINTGITS COLLEGE OF ENGINEERING LIBRARY KOTTAYAM