G 1264   (Pages : 2)   Reg. No..................................

Name..................................

B.TECH. DEGREE EXAMINATION, MAY 2016

Eighth Semester

Branch : Mechanical Engineering

TOTAL QUALITY MANAGEMENT (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 leadership concepts briefly.

2. Discuss customer satisfaction model.

3. Explain PDSA cycle.

4. Write a note on quality costs.

5. Explain cause and effect diagram.

6. What is FMEA ? Explain.

7. What do you mean by total quality control ?

8. Explain JIT.

9. What are the components of quality system documentation ?

10. Write a note on the obstacles in the implementation of TQM.

(10 × 4 = 40 marks)

Part B

Answer all questions.
Each question carries 12 marks.

11. (a) Explain the 7 habits of highly effective people.

Or

(b) Explain in detail the concept of employee involvement and empowerment.
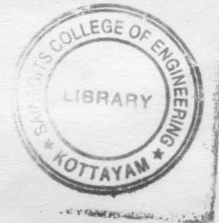
12. (a) (i) Explain Kaizen.   (4 marks

(ii) Explain Juran Trilogy.   (8 marks

Or

(b) Explain supplier partnership in detail.

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13. (a) Explain the following :—

      (i) Pareto diagram.

      (ii) Cause and effect diagram.

      (iii) Histogram.

Or

  (b) Explain QFO in detail.

14. (a) Explain the concept of quality circles.

Or

  (b) Explain the following :—

      (i) Poka-Yoke ; (b) Kanban.

15. (a) Explain the steps to implement a quality management system.

Or

  (b) Select a product or service and describe how the dimensions of quality influence its acceptance.

[5 × 12 = 60 marks]