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APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

B.Tech Degree S8 (S,FE) Examinations September 2026 (2019 Scheme)

Course Code: MET414
Course Name: QUALITY MANAGEMENT

Duration: 3 Hours

Max. Marks: 100

PART A
Answer all questions, each carries 3 marks.

		Marks
1	Define the term 'Quality planning'.	(3)
2	What are the enablers of Total Quality Management?	(3)
3	List and explain the quality cost categories.	(3)
4	Define the terms internal customer and external customer.	(3)
5	What conditions are necessary for empowerment?	(3)
6	What are the problems associated with self managing teams?	(3)
7	How does Histogram aid in Total Quality Management projects?	(3)
8	List and explain the processes in brain storming?	(3)
9	Explain the benefits of ISO14000 quality system.	(3)
10	What is 'Quality audit'? Mention the different types also.	(3)

PART B
Answer any one full question from each module, each carries 14 marks.

Module I

11	a)	Describe the core concepts of Total Quality Management.	(7)
	b)	Explain the concept of Juran's Quality trilogy.	(7)

OR

12	a)	Explain the Deming's philosophy to Total Quality Management.	(14)

Module II

13	a)	List and explain the six most important factors that influence consumer purchases?	(7)
	b)	What are the conditions for the selection and evaluation of suppliers?	(7)

OR

14	a)	Describe the concept of quality function deployment.	(7)
	b)	Explain the main objectives of lean manufacturing.	(7)

Module III

15 a) Explain the importance of leadership in Total Quality management. (7)

b) Define motivation. How do recognition and reward affect motivation? (7)

OR

16 a) Describe the necessary characteristics of a quality director for strategic management? (14)

Module IV

17 a) With an example, explain Affinity diagram and Scatter diagram. (14)

OR

18 a) Illustrate the uses of control charts for quality control. (7)

b) What is Total Productive Maintenance (TPM)? What are the benefits of implementing TPM? (7)

Module V

19 a) What is management responsibility as per ISO 9001:2000 model? (7)

b) List and explain the components of a typical Quality management system. (7)

OR

20 a) Explain the steps for obtaining ISO 9001 certification. (14)

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