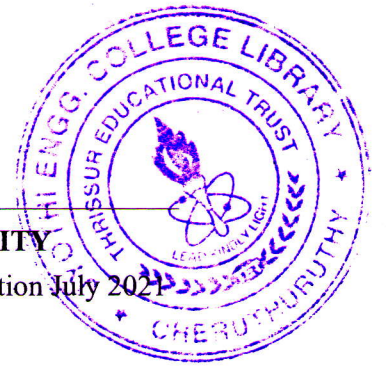


Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Sixth Semester B.Tech Degree Regular and Supplementary Examination July 2021



Course Code: IC364

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) Elaborate the significance of quality. Elucidate the different dimensions of Quality. (10)
- b) Describe the several barriers in implementing TQM. (5)
- 2 a) Explicate the requirement and importance of customer retention in a business. (8)
- b) Expound Maslow's motivation theory in the view of Total Quality Management. (7)
- 3 a) Discuss in detail about the two methods in service quality measurement. (8)
- b) Clarify the various categories of Teams in management. Also mention the characteristics of teams. (7)

PART B

Answer any two full questions, each carries 15 marks.

- 4 a) Mention the benefits of considering suppliers as a partner. (7)
- b) Illuminate the importance of 5s in Continuous process improvement. (8)
- 5 a) What are the various control charts available for attributes and variables? Explain them in detail. (9)
- b) Explain the role of six sigma concept in implementing quality into systems. (6)
- 6 a) Distinguish between population and sample in conducting a study. (8)
- b) Mention the necessity of control charts and discuss in detail. (7)

PART C

Answer any two full questions, each carries 20 marks.

- 7 a) List down the important reasons of benchmarking? Explain the same in detail. (10)
- b) What is FMEA? Explain the phases of FMEA. (10)
- 8 a) Explain in detail the concept and requirements of ISO 14000. (9)
- b) In detail, present about the different stages of audit in ISO 9000 quality system. (11)
- 9 a) Describe about the objectives of auditing. (10)
- b) Expound the needs of quality system. (10)
