

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

B.Tech Degree S8 (R,S) / S6 (PT) (R,S) Examination May 2024 (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 | Explain the three TQM axioms. | (3) |
| 2 | What are the characteristics of quality that is to be observed in the case of services? | (3) |
| 3 | What are benefits of QFD? | (3) |
| 4 | Explain the importance of customer satisfaction in quality management. | (3) |
| 5 | Describe the importance of leadership in TQM. | (3) |
| 6 | What are the factors affecting change management process? | (3) |
| 7 | Describe the principles of Pareto diagram. | (3) |
| 8 | How does a flow chart help in identifying the quality problems? | (3) |
| 9 | What is the role of BIS in ISO? | (3) |
| 10 | What are the benefits of Quality auditing? | (3) |

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

- 11 a) Differentiate between quality assurance and quality control with example. (7)
- b) Describe the barriers in implementing a Total Quality Management programme. (7)

OR

- 12 a) Explain Deming's philosophy to TQM. (14)

Module II

- 13 a) What is cost of Quality? What are the various types of costs of quality? (7)
- b) Explain the seven wastes under the lean manufacturing system. (7)

OR

- 14 a) What are the steps in strategic quality planning. (7)

- b) What do you mean by customer perception of quality? Explain various dimensions of quality. (7)

Module III

- 15 a) What are self-managing teams? What are the benefits and draw backs associated with them? (10)
b) Describe Employee involvement. (4)

OR

- 16 a) Explain the role of the quality director. What are the duties and responsibilities of quality director? (7)
b) Define Motivation. What are factors affecting motivation? (7)

Module IV

- 17 a) Illustrate Cause and Effect diagram with a suitable example. (8)
b) Illustrate the use of control charts for quality control (6)

OR

- 18 a) What do you mean by Failure mode effect analysis? List any five types of FMEA. (7)
b) Describe the basic pillars of Total productive maintenance. (7)

Module V

- 19 a) What are the benefits of ISO 9000 Quality system? (7)
b) What is ISO 14000? What is its significance? (7)

OR

- 20 a) Enumerate the steps that are necessary to implement a Quality management system. (14)
